

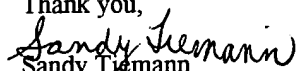
July 10, 2001

Serial number 09/543,049

Examiner Hayes:

Attached are the search results for your request. Please review them and let me know if you want to try another search or refocus the current search.

Thank you,

  
Sandy Tiemann

# QUALITY CONTROL FOR PRIOR ART SEARCHES

Alternative Dispute Resolution

<u>CHECK - OFF SHEET</u>			
Search Control Number (Month & Number)	09/54	0149	EIC/Log in: Date/Stamp:
Date of Search	06/29/01		Pick-up: Date/Time
			Completed: Date/Time
CPAC Searcher's Name: TIEMANN			
Conducted Pre-Search Interview			Comments from Interview
Used suggested list of databases for Prior Art searching (list additional databases used)			
Searcher checked his/her search strategy/ results			
Partner's review of results (please initial & date)			

Search report

Set	Items	Description
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?e au=pomerance b		

Ref	Items	Index-term
E1	2	AU=POMER Y
E2	1	AU=POMERA C
E3	0	*AU=POMERANCE B
E4	1	AU=POMERANCE M G
E5	16	AU=POMERANETS A A
E6	1	AU=POMERANETS E F
E7	1	AU=POMERANETS E N
E8	1	AU=POMERANETS E YA
E9	1	AU=POMERANETS L K
E10	2	AU=POMERANETS M V
E11	1	AU=POMERANETS V N
E12	2	AU=POMERANSKI A A

Enter P or PAGE for more

# Search report

Set	Items	Description
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?e au=pomerance b		

Ref	Items	Index-term
E1	1	AU=POMER
E2	1	AU=POMER YVES
E3	0	*AU=POMERANCE B
E4	1	AU=POMERANETS
E5	1	AU=POMERANETS LEONID KIMOVICH
E6	1	AU=POMERANT
E7	1	AU=POMERANT GARY
E8	10	AU=POMERANTSEVA
E9	4	AU=POMERANTSEVA IRINA
E10	6	AU=POMERANTSEVA IRINA D
E11	49	AU=POMERANTZ
E12	2	AU=POMERANTZ ANLOUISE

Enter P or PAGE for more

Search report

00620775

**METHOD AND APPARATUS FOR HANDLING COMPLAINTS**

**PROCEDE ET APPAREIL POUR GERER DES RECLAMATIONS**

Patent Applicant/Assignee:

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Inventor(s):

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Patent and Priority Information (Country, Number, Date):

Patent: WO 9904356 A1 19990128

Application: WO 98US9166 19980505 (PCT/WO US9809166)

Priority Application: US 97892600 19970714

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ

VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH

CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML

MR NE SN TD TG

Main International Patent Class: G06F-017/60;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 11029

?

Search report

IALOG(R)File 349:PCT Fulltext  
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00695689      \*\*Image available\*\*

**COMPUTERIZED DISPUTE RESOLUTION SYSTEM AND METHOD**  
**SYSTEME ET PROCEDE INFORMATIQUES SERVANT A RESOUDRE UN LITIGE**

Patent Applicant/Assignee:

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Inventor(s):

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BROFMAN Charles S, BROFMAN, Charles, S., 4 Five Ponds Drive, Waccabuc, NY  
10597, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 0008582 A1 20000217 (WO 200008582)

Application: WO 99US17737 19990806 (PCT/WO US9917737)

Priority Application: US 98130154 19980806

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS

LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR

TT UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD

RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF

CG CI CM GA GN GW ML MR NE SN TD TG

Main International Patent Class: G06F-017/60;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 31328

English Abstract

A computerized system for automated dispute resolution through an Intranet website via the Internet or other communications linkage for communicating and processing a series of demands to satisfy a claim made by or on behalf of a claimant or other person involved in a dispute with at least one other person, such as a defendant, his insurer, or other sponsor, and a series of offers to settle the claim through at least one central processing unit including operation system software for controlling the central processing unit is disclosed. Preferably, the system also allows for the collection, processing, and dissemination of settlement data generated from settlements through the operation of the system for use by sponsors and claimants in establishing the settlement value of future cases. Also disclosed is a method for communicating and processing a series of demands and a series of offers through the system.

French Abstract

Systeme informatique servant a resoudre automatiquement un litige par l'intermediaire d'un site Web Intranet passant par Internet ou une autre liaison de communication afin de communiquer et de traiter une serie de demandes, de maniere a repondre a une plainte adressee par un demandeur ou de la part de ce dernier ou par une autre personne impliquee dans un litige avec au moins une autre personne, telle qu'un defendeur, son assureur ou un autre garant, ainsi qu'une serie d'offres afin de regler le litige par l'intermediaire d'au moins un processeur central incorporant un logiciel de systeme d'exploitation servant a commander ce processeur central. Ce systeme permet egalement, de preference, de recueillir, de traiter et de diffuser des donnees de reglement generees a partir de reglements par l'exploitation du systeme, dans le but d'etre

## Search report

utilisees par les garants et les demandeurs pour etablir la valeur de reglement de cas futurs. Procede servant a communiquer et a traiter une serie de demandes et une serie d'offres, au moyen de ce systeme.

Search report

00754024/5

DIALOG(R)File 349:PCT Fulltext

(c) 2001 WIPO/MicroPat. All rts. reserv.

00754024      \*\*Image available\*\*

**APPARATUS AND METHOD FOR NEGOTIATING OVER A NETWORK**

**DISPOSITIF ET METHODE PERMETTANT DE FACILITER UN ACCORD SUR UN RESEAU**

Patent Applicant/Assignee:

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(Residence), US (Nationality)

Inventor(s):

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PRICE Alan, 15 Corporal Burns Road, Cambridge, MA 02138, US,

Legal Representative:

SUNSTEIN Bruce D (et al) (agent), Bromberg & Sunstein LLP, 125 Summer  
Street, Boston, MA 02110-1618, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200067426 A2-A3 20001109 (WO 0067426)

Application: WO 2000US11701 20000428 (PCT/WO US0011701)

Priority Application: US 99131690 19990430; US 99141182 19990625; US  
99148605 19990812

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE

ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT

UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: G06F-017/60

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 11010

English Abstract

Systems, methods, and computer program products for facilitating agreement pertaining to a situation over a network among a plurality of parties are disclosed. First, position data is received from each of a plurality of parties over the network, and the position data is stored. Next, a set of resolutions is retrieved, the set having at least one member, from a database containing resolutions and associated statistical data, the set of resolutions being based upon the combined position data presented by the plurality of parties. The retrieved set of resolutions is sent to each of the plurality of parties. Further, the situation may comprise a plurality of issues, each requiring a separate resolution. A plurality of retrieved sets of resolutions are sent to each of the plurality of parties in the form of one or more templates. Refinement of the issues may occur by either of the parties which will cause an alternative set of resolutions based on additional data provided by at least one of the parties. Each issue which is part of the situation may be refined and a new set of resolutions provided. The issues are refined until an agreement is reached or the parties determine that an alternative dispute mechanism is required. If an alternative dispute mechanism is selected resultant communications between the parties are provided to either a mediator or an arbitrator.

French Abstract



## Search report

Cette invention a trait a des systemes, a des methodes ainsi qu'a des produits informatiques permettant de faciliter un accord relativement a une situation existant dans un reseau entre plusieurs correspondants. Chaque correspondant du reseau recoit tout d'abord des donnees de position, lesquelles donnees sont alors memorisees. Un ensemble de resolutions est ensuite extrait, lequel ensemble possede au moins un element, d'une base de donnees contenant des resolutions et des donnees statistiques associees. Cet ensemble de resolutions se base sur les donnees de position combinees presentees par les correspondants. Une fois extrait, cet ensemble de resolutions est envoye a chaque correspondant. La situation peut, de surcroit, comporter plusieurs points en suspens reclamant chacun une resolution separee. Plusieurs ensembles de resolutions sont envoyes a chaque correspondant sous forme d'un ou de plusieurs modeles. L'affinage des points peut provenir de l'un des correspondants, ce qui entraine l'existence d'un ensemble de resolutions de rechange reposant sur des donnees complementaires fournies par l'un au moins des correspondants. Chaque point qui constitue une partie de la situation est affine et un nouvel ensemble de resolutions est fourni. Les points en suspens sont affines jusqu'a conclusion d'un accord ou jusqu'a ce que les correspondants estiment qu'un mecanisme de debats de rechange est necessaire. Si ce mecanisme est choisi, les communications resultantes entre les correspondants sont transmises a un mediateur ou a un arbitre.

Legal Status (Type, Date, Text)

Publication 20001109 A2 Without international search report and to be republished upon receipt of that report.

Search Rpt 20010405 Late publication of international search report

Republication 20010405 A3 With international search report.

Search report

File 348:EUROPEAN PATENTS 1978-2001/Jun W04

(c) 2001 European Patent Office

File 349:PCT Fulltext 1983-2001/UB=20010614, UT=20010607

(c) 2001 WIPO/MicroPat

Set	Items	Description
S1	167464	DISPUTE(2N)RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N)RES- OLUTION OR MEDIAT? OR PROBLEM?(2N)SOLV?
S2	1346	S1(5N)(AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	8342	(COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICI- SM? OR CONTENTION? OR ARGUE OR ARGUEMENT?)
S4	484768	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUS- TOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR B- USINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SAL- ESPERSON)
S5	105294	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR CLIENT? OR PATRON? OR SHOPPER?
S6	114219	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	199	S1(S)S2(S)S4
S8	15	S7 AND (DISPUTE()RESOLUTION)

Search report

8/3,K/1 (Item 1 from file: 349)  
DIALOG(R)File 349:PCT Fulltext  
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00806392

TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN A  
NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF  
PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC INFORMATIQUE  
DANS UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTE, ET  
PROCEDE ASSOCIE

Patent Applicant/Assignee: .

ANDERSEN CONSULTING LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Hickman Coleman & Hughes, P.O. Box 52037, Palo  
Alto, CA 94303, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139086 A2 20010531 (WO 0139086)

Application: WO 2000US32310 20001122 (PCT/WO US0032310)

Priority Application: US 99444653 19991122; US 99447623 19991122

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE  
DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL  
TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 160101

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... support agents for additional information, if necessary.

In systems according to the preferred embodiment, the **customer** spends less time interacting with a product support engineer, and is relieved of many of the responsibilities in diagnosing and **resolving** problems.

**Automated** diagnoses and shorter **customer** interactions save the product support center time, resources, and money. At the same time, the **customer** receives a better diagnosis and resolution of the problem than could usually be achieved with...

Claim

... Figure 117, customers 11700 of a software vendor are able to access the vendor's **web** site and attempt to **solve** their technical **problems** without directly burdening the **vendor customer** support personnel. If an answer is not found, the **customer** can send an email to the support organization, which can be responded to by a...could result in hundreds of bilateral agreements, and could be costly to negotiate and administer. **Dispute resolution** could also present a major problem.

With the bandwidth market, distributors can avoid costly bilateral...

Search report

8/3,K/2 (Item 2 from file: 349)  
DIALOG(R)File 349:PCT Fulltext  
(c) 2001 WIPO/MicroPat. All rts. reserv.

00806389

**SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT DURING MAINTENANCE  
AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT**  
**PROGRAMMATION ET PLANIFICATION ANTICIPEE, ET GESTION PROACTIVE AU COURS DE  
LA MAINTENANCE ET DE L'ENTRETIEN D'UN ENVIRONNEMENT DU TYPE CHAINE  
D'APPROVISIONNEMENT RESEAUTEE**

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Boulevard, Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Hickman Coleman & Hughes, P.O. Box 52037, Palo  
Alto, CA 94303, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139082 A2 20010531 (WO 0139082)

Application: WO 2000US32228 20001122 (PCT/WO US0032228)

Priority Application: US 99447625 19991122; US 99444889 19991122

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ

VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 161294

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... support agents for additional information, if necessary.

In systems according to the preferred embodiment, the **customer** spends less time interacting 119 with a product support engineer, and is relieved of many of the responsibilities in diagnosing and **resolving** problems. **Automated** diagnoses and shorter **customer** interactions save the product support center time, resources, and money. At the same time, the **customer** receives a better diagnosis and resolution of the problem than could usually be achieved with...

Claim

... Figure 117, customers 11700 of a software vendor are able to access the vendor's **web** site and attempt to **solve** their technical **problems** without directly burdening the **vendor customer** support personnel. If an answer is not found, the **customer** can send an email to the support organization, which ...be responded to by a support representative. This architecture serves three different applications: 1) a **customer** client application, which produces a web interface for accessing personalized and product specific online help resources, 413 including email, chat rooms, news groups, and full text searches, 2) a **customer** support

## Search report

representative application which can be used to respond to a client user's request...

...web master to easily change the look and feel of the support site for a company .

### Functional Description

Customer launches a web browser and goes to the company's web site... could result in hundreds of bilateral agreements, and could be costly to negotiate and administer. **Dispute resolution** could also present a major problem.

With the bandwidth market, distributors can avoid costly bilateral...

8/3,K/3 (Item 3 from file: 349)

DIALOG(R) File 349:PCT Fulltext

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00806384

### NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF

### GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE

Patent Applicant/Assignee:

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(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037,  
Palo Alto, CA 94303, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139030 A2 20010531 (WO 0139030)

Application: WO 2000US32324 20001122 (PCT/WO US0032324)

Priority Application: US 99444775 19991122; US 99447621 19991122

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK

DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR

TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 160541

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... support agents for additional information, if necessary.

In systems according to the preferred embodiment, the **customer** spends less time interacting with a product support engineer, and is relieved of many of the responsibilities in diagnosing and **resolving** problems.

**Automated** diagnoses and shorter **customer** interactions save the product support center time, resources, and money. At the same time, the **customer** receives a better diagnosis and resolution of the problem than

# Search report

could usually be achieved with...

## Claim

... Figure 117, customers 11700 of a software vendor are able to access the vendor's **web** site and attempt to **solve** their technical **problems** without directly burdening the **vendor**. **customer** support personnel. If an answer is not found, the **customer** can send an email to ...could result in hundreds of bilateral agreements, and could be costly to negotiate and administer. **Dispute resolution** could also present a major problem.

With the bandwidth market, distributors can avoid costly bilateral...

8/3,K/4 (Item 4 from file: 349)

DIALOG(R)File 349:PCT Fulltext

(c) 2001 WIPO/MicroPat. All rts. reserv.

00806383

**COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF**

**PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET PROCEDE ASSOCIE**

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037,  
Palo Alto, CA 94303, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139029 A2 20010531 (WO 0139029)

Application: WO 2000US32309 20001122 (PCT/WO US0032309)

Priority Application: US 99444655 19991122; US 99444886 19991122

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE

DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL

TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 159863

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... diagram of the Problem Handling Process 1502. The Problem Handling Process receives information from the **Customer** Interface Management Process 1500 and the **Customer** Quality of service Management Process 1302. It is responsible for receiving service complaints from **customers**, **resolve** them to the **customer**'s satisfaction and provide meaningful

## Search report

status on repair or restoration activity. This process is also responsible for any service-affecting problems, including:

notifying the **customer** in the event of a disruption (whether reported by the **customer** or not), **resolving** the problem to the **customer**'s satisfaction, and providing meaningful status on repair or restoration activity.

This proactive management also...

...aim is to have the largest percentage of problems proactively identified and communicated to the **customer**, to provide meaningful status and to **resolve** in the shortest timeframe.

Figure 22 is a flowchart illustrating a Problem Handling Management Process...as shown in Figure 25, creates correct billing information. This process encompasses sending invoices to **customers**, processing their payments and performing payment collections. In addition, this process handles **customer** inquiries about bills, and is responsible to **resolve** billing problems to the **customer**'s satisfaction. The aim is to provide a correct bill and,, if there is a billing problem, **resolve** it quickly with appropriate status to the **customer**. An additional aim is to collect money due the service provider in a professional and **customer** supportive manner.

Figure 26 is a flowchart illustrating an Invoice and Collections Process in accordance...they are ready for use by other system components, such as Fault Management or Billing.

### **Customer** Support Structure

114

The organization model for **customer** service support in the NGN network provides a single point of contact that is **customer** focused. This single point of contact provides technical expertise in **resolving** **customer** incidents, troubles and requests. Generally a three tiered support structure is greatly increases **customer** satisfaction in service needs. Each tier, or level, possess an increased level of skill, with... group to solve about 60-70% of all hybrid network problems. If the customers network **problem** is **solved** at this stage, the process ends. However, if the **customers** network **problem** is not **solved** at this stage, the process continues to a Second Tier step 5004.

In the Second...

...may specialize in specific areas. The greater specialized nature of this group allows it to **solve** many **problems** the group in step 5002 could not solve. This group is generally responsible for solving 30-40% of all hybrid network problems. If the **customers** network **problem** is **solved** at this stage, the process ends. However, if the **customers** network **problem** is not **solved** at this stage, the process continues to a Third Tier step 5006.

In the Third Tier step 5006, the **customer** is provided access to solution experts who are often hardware **vendors**, software **vendors**, or **customer** application development and maintenance teams. **Customer** network problems that get this far in the **customer** support process 5000 need individuals possessing in depth skills to investigate and **resolve** the difficult problems with there area of expertise. Solution experts are the last resort for...

# Search report

...contact different areas depending on the nature of the incident.

Calls are routed to the **customer** support representative best able to handle the call. This model can easily be coupled with...

...Skill Model above. In the Bypass Model First Tier only logs calls, they do not **resolve** calls. One advantage of this model is that skilled resources don't have to waste...a product support engineer, and is relieved of many of the responsibilities in diagnosing and **resolving** problems. **Automated** diagnoses and shorter **customer** interactions save the product support center time, resources, and money. At the same time, the **customer** receives a better diagnosis and resolution of the problem than could usually be achieved with...

## Claim

... Figure 117, customers 11700 of a software vendor are able to access the vendor's **web** site and attempt to **solve** their technical **problems** without directly burdening the **vendor customer** support personnel. If an answer is not found, the **customer** can send an email to the support organization, which can be responded to by a...could result in hundreds of bilateral agreements, and could be costly to negotiate and administer. **Dispute resolution** could also present a major problem.

With the bandwidth market, distributors can avoid costly bilateral...

8/3,K/5 (Item 5 from file: 349)  
DIALOG(R) File 349:PCT Fulltext  
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00806382

**METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE**

**PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHÉ ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHÉ**

Patent Applicant/Assignee:

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Inventor(s):

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200139028 A2 20010531 (WO 0139028)

Application: WO 2000US32308 20001122 (PCT/WO US0032308)

Priority Application: US 99444773 19991122; US 99444798 19991122

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DE DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK

LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK

SL TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

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Fulltext Word Count: 162579



## Search report

Fulltext Availability:  
Detailed Description  
Claims

### Detailed Description

... all three tiers are highly skilled. This model generally creates a high percentage of calls **resolved** on the first call. Other approaches include:

#### Functional Model

In this model, users are requested...

...areas (via VRU) depending on the nature of the incident. Calls are routed to the **customer** support representative best able to handle the call. This model can easily be coupled with...diagram of the Problem Handling Process 1502. The Problem Handling Process receives information from the **Customer** Interface Management Process 1500 and the **Customer** Quality of service Management Process 1302. It is responsible for receiving service complaints from **customers**, **resolve** them to the **customer**'s satisfaction and provide meaningful 73 status on repair or restoration activity. This process is also responsible for any service-affecting problems, including:

notifying the **customer** in the event of a disruption (whether reported by the **customer** or not), **resolving** the problem to the **customer**'s satisfaction, and providing meaningful status on repair or restoration activity.

This proactive management also...

...aim is to have the largest percentage of problems proactively identified and communicated to the **customer**, to provide meaningful status and to **resolve** in the shortest timeframe.

Figure 22 is a flowchart illustrating a Problem Handling Management Process...as shown in Figure 25, creates correct billing information. This process encompasses sending invoices to **customers**, processing their payments and performing payment collections. In addition, this process handles **customer** inquiries about bills, and is responsible to **resolve** billing problems to the **customer**'s satisfaction. The aim is to provide a correct bill and, if there is a billing problem, **resolve** it quickly with appropriate status to the **customer**. An additional aim is to collect money due the service provider in a professional and **customer** supportive manner.

Figure 26 is a flowchart illustrating an Invoice and Collections Process in accordance...

...are created for distribution based on the customer payment information and the billing data.

**Mediation** and activity tracking are provided by the event logger and event manager. The event logger...

...the personally customized rules database. Utilizing an expert system for the tailored capabilities of each **customer**, the event driver, collector and manager analyze notification events generated by the system. When a notification event is received the system analyzes the event and uses it to identify the **customer**. The notification event is also used to credit the **customer** if they experience a non-impacting event that breaches the **customer**'s contract. In addition to the system itself generating the

## Search report

notification event, the **customer** is also able to notify the provider directly should such an event occur.

Figure 27...they are ready for use by other system components, such as Fault Management or Billing.

### Customer Support Structure

The organization model for **customer** service support in the NGN network provides a single point of contact that is **customer** focused. This single point of contact provides technical expertise in **resolving customer** incidents, troubles and requests. Generally a three tiered support structure is greatly increases **customer** satisfaction in service needs. Each tier, or level, possess an increased level of skill, with...

...group to solve about 60-70% of all hybrid network problems. If the customers network **problem** is **solved** at this stage, the process ends. However, if the **customers** network **problem** is not **solved** at this stage, the process continues to a Second Tier step 5004.

In the Second...

...may specialize in specific areas. The greater specialized nature of this group allows it to **solve** many **problems** the group in step 5002 could not solve. This group is generally responsible for solving 30-40% of all hybrid network problems. If the **customers** network **problem** is **solved** at this stage, the process ends. However, if the **customers** network **problem** is not **solved** at this stage, the process continues to a Third Tier step 5006.

In the Third...a product support engineer, and is relieved of many of the responsibilities in diagnosing and **resolving** problems. **Automated** diagnoses and shorter **customer** interactions save the product support center time, resources, and money. At the same time, the **customer** receives a better diagnosis and resolution of the problem than could usually be achieved with...

### Claim

... Figure 117, customers 11700 of a software vendor are able to access the vendor's **web** site and attempt to **solve** their technical **problems** without directly burdening the **vendor customer** support personnel. If an answer is not found, the **customer** can send an email to the support organization, which can be responded to by a support representative. This architecture serves three different applications: 1) a **customer** client application, which produces a web interface for accessing personalized and product specific online help resources, including email, chat rooms, news groups, and ftil text searches, 2) a **customer** support representative application which can be used to respond to a client user's request...

...web master to easily change the look and feel of the support site for a **company** .

### Functional Description

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Customer launches a web browser and goes to the company's web...could result in hundreds of bilateral agreements, and could be costly to negotiate and administer. **Dispute resolution** could also present a major problem.

With the bandwidth market, distributors can avoid costly bilateral...

Search report

8/3,K/6 (Item 6 from file: 349)  
DIALOG(R) File 349:PCT Fulltext  
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00767691 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A CUSTOMER PROFILE-TAILORED  
SUPPORT INTERFACE IN AN ELECTRONIC SOFTWARE DISTRIBUTION ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION D'INTERFACE DE SOUTIEN ADAPTEE  
AU PROFIL DU CLIENT DANS UN ENVIRONNEMENT DE DISTRIBUTION DE LOGICIEL  
ELECTRONIQUE**

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200101319 A1 20010104 (WO 0101319)  
Application: WO 2000US18216 20000629 (PCT/WO US0018216)  
Priority Application: US 99343487 19990630

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DK DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS  
LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

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Fulltext Availability:

Detailed Description

Detailed Description

... recourse for any parties who incur losses because of a problematic  
identification, and provide a **dispute resolution** and claims  
processing process. This is similar to the process that makes credit  
cards work...do in traditional business environments.

In a public key infrastructure (PKI) with universal system rules,  
**business** practices, contracts, and government oversight, users won't  
need a separate **dispute resolution** system or an "Internet court"  
for protection. Participants could be protected by **dispute resolution**  
and claims processing mechanisms with a PKI.

Even though for-profit entities can anchor a...

Search report

8/3,K/7 (Item 7 from file: 349)  
DIALOG(R)File 349:PCT Fulltext  
(c) 2001 WIPO/MicroPat. All rts. reserv.

00767689 \*\*Image available\*\*

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR AN ELECTRONIC SOFTWARE  
DISTRIBUTION, POST-DOWNLOAD PAYMENT SCHEME WITH ENCRYPTION CAPABILITIES  
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION PERMETTANT DE DISTRIBUER UN  
LOGICIEL ELECTRONIQUE, MECANISME DE PAIEMENT APRES TELECHARGEMENT A  
CAPACITES DE CRYPTAGE

Patent Applicant/Assignee:

AC PROPERTIES BV, Parkstraat 83, The Hague, NL-2514 JG 'S Gravenhage, NL,  
US (Residence), US (Nationality), (For all designated states except:  
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200101316 A2 20010104 (WO 0101316)  
Application: WO 2000US18050 20000629 (PCT/WO US0018050)  
Priority Application: US 99343490 19990630

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ  
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG  
SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
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Publication Language: English

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Fulltext Availability:

Detailed Description

Detailed Description

... recourse for any parties who incur losses because of a problematic  
identification, and provide a **dispute resolution** and claims  
processing process. This is similar to the process that makes credit  
cards work...do in traditional business environments.

In a public key infrastructure (PKI) with universal system rules,  
**business** practices, contracts, and government oversight, users won't  
need a separate **dispute resolution** system or an "Internet court"  
for protection. Participants could be protected by **dispute -resolution**  
and claims-processing mechanisms with a PKI.

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Even though for-profit entities can anchor...

8/3,K/8 (Item 8 from file: 349)

Search report

DIALOG(R) File 349:PCT Fulltext  
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00767676 \*\*Image available\*\*

**AN INTERNET E-COMMERCE SYSTEM**

**SYSTEME DE COMMERCE ELECTRONIQUE PAR L'INTERNET**

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200101300 A1 20010104 (WO 0101300)

Application: WO 2000AU730 20000628 (PCT/WO AU0000730)

Priority Application: AU 991235 19990628

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DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 17816

Fulltext Availability:

Detailed Description

Detailed Description

... manner: Provides an access point for a custom= Run intelligent  
queries; Store customer preferences: Allow **dispute resolution** ;  
Payment methods The IWN server clearinghouse also allows third-party data  
interpretation Logistics companies interactions...

...programs.

Integrate ERP, SAP

The IWN server clearinghouse must be able to handle:

Product information

**Merchant** information

Supplier / **mediator** / **customer** information a Limited **website**

information Financial (goods) information Transactions Receipts Tax

Payment method selection Lay-buy information Show **customer** information

Show shipping information Quotes Substitute Sheet (Rule 26) RO/AU Terms

of sale Price specials, promotions Dispute reason codes E-mail: Send.

receive, history **Business** reports: Sales (per period) **customer** .

supplier. product. employee, inventory, delivery, profit.

Accounting information: Accounts receivable. payable, total labour costs.  
cost...

Search report

DIALOG(R)File 349:PCT Fulltext  
(c) 2001 WIPO/MicroPat. All rts. reserv.

00767663 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR AN INTERNET BASED DISTRIBUTION ARCHITECTURE**

**SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A UNE ARCHITECTURE DE DISTRIBUTION FONDEE SUR L'INTERNET**

Patent Applicant/Assignee:

AC PROPERTIES BV, Parkstraat 83, NL-2514 JG 'S Gravenhage, NL, NL  
(Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200101286 A2 20010104 (WO 0101286)

Application: WO 2000US18254 20000629 (PCT/WO US0018254)

Priority Application: US 99340472 19990630

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DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

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Fulltext Word Count: 27278

Fulltext Availability:

Detailed Description

Detailed Description

... recourse for any parties who incur losses because of a problematic identification, and provide a **dispute resolution** and claims processing process. This is similar to the process that makes credit cards work...do in traditional business environments.

In a public key infrastructure (PKI) with universal system rules, **business** practices, contracts, and government oversight, users won't need a separate **dispute resolution** system or an "Internet court" for protection. Participants could be protected by **dispute resolution** and claims processing mechanisms with a PKI.

Even though for-profit entities can anchor a...

8/3,K/10 (Item 10 from file: 349)

DIALOG(R)File 349:PCT Fulltext  
(c) 2001 WIPO/MicroPat. All rts. reserv.

00767616 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR TRACKING SOFTWARE SALE**

**TRANSACTIONS OF AN INTERNET-BASED RETAILER FOR REPORTING TO A SOFTWARE PUBLISHER**

**SYSTEME, PROCEDE ET ARTICLE DE FABRICATION S'APPLIQUANT A DES TRANSACTIONS SUIVIES DE VENTES DE LOGICIELS D'UN DETAILLANT INTERNET EN VUE DE COMMUNIQUER CES TRANSACTIONS A UN EDETEUR DE LOGICIELS**

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

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(Residence), US (Nationality), (Designated only for: US )

Legal Representative:

BROCK Joe A, Hickman Stephens Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA 94303, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200101227 At 20010104 (WO 0101227)  
Application: WO 2000US18285 20000629 (PCT/WO US0018285)  
Priority Application: US 99343370 19990630

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ  
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG  
SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

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Fulltext Availability:

Detailed Description

Detailed Description

... recourse for any parties who incur losses because of a problematic identification, and provide a **dispute resolution** and claims processing process. This is similar to the process that makes credit cards work...do in traditional business environments.

In a public key infrastructure (PKI) with universal system rules, **business** practices, contracts, and government oversight, users won't need a separate **dispute resolution** system or an "Internet court" for protection. Participants could be protected by **dispute resolution** and claims processing mechanisms with a PKI.

Even though for-profit entities can anchor a...

8/3,K/11 (Item 11 from file: 349)

DIALOG(R) File 349:PCT Fulltext

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00767615 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR SOFTWARE SOURCE AUTHENTICATION FOR RETURN PURPOSES**  
**SYSTEME, PROCEDE ET ARTICLE MANUFACTURE PERMETTANT D'AUTHENTIFIER LA SOURCE**

Search report

**D'UN LOGICIEL EN CAS DE RENVOI**

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

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Palo Alto, CA 94303, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200101226 A1 20010104 (WO 0101226)

Application: WO 2000US18251 20000629 (PCT/WO US0018251)

Priority Application: US 99343375 19990630

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FI GB GD GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV

MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG

US UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

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Fulltext Word Count: 27301

Fulltext Availability:

Detailed Description

Detailed Description

... recourse for any parties who incur losses because of a problematic identification, and provide a **dispute resolution** and claims processing process. This is similar to the process that makes credit cards work...do in traditional business environments.

In a public key infrastructure (PKI) with universal system rules, **business** practices, contracts, and government oversight, users won't need a separate **dispute resolution** system or an "Internet court" for protection. Participants could be protected by **dispute -resolution** and claims-processing mechanisms with a PKI.

Even though for-profit entities can anchor a...

8/3,K/12 (Item 12 from file: 349)

DIALOG(R)File 349:PCT Fulltext

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00767614 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR AUTOMATICALLY GENERATING A TAILORED LICENSE AGREEMENT**

**SYSTEME, PROCEDE, ET ARTICLE FABRICATION PERMETTANT DE GENERER AUTOMATIQUEMENT UN DROIT D'UTILISATION PERSONNALISE**

Patent Applicant/Assignee:

AC PROPRIETIES BV, Parkstraat 83, NL-2514 JG 'S Gravenhage, NL, NL

(Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:



Search report

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HUTTUNEN Pekka T, 5730 27th Avenue N.E., Seattle, WA 98105, US, US  
(Residence), US (Nationality), (Designated only for: US )  
PIYARALI Ali, 3833 42nd Avenue N.E., Seattle, WA 98105, US, US  
(Residence), US (Nationality), (Designated only for: US )

Legal Representative:

BROCK Joe A, Hickman Stephens Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA 94303, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200101225 A1 20010104 (WO 0101225)  
Application: WO 2000US18049 20000629 (PCT/WO US0018049)  
Priority Application: US 99343489 19990630

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DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ  
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG  
SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
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Fulltext Availability:

Detailed Description

Detailed Description

... recourse for any parties who incur losses because of a problematic identification, and provide a **dispute resolution** and claims processing process. This is similar to the process that makes credit cards work...do in traditional business environments.  
in a public key infrastructure (PKI) with universal system rules, **business** practices, contracts, and government oversight, users won't need a separate **dispute resolution** system or an "Internet court" for protection. Participants could be protected by **dispute resolution** and claims processing mechanisms with a PKI.

Even though for-profit entities can anchor a...

8/3,K/13 (Item 13 from file: 349)

DIALOG(R)File 349:PCT Fulltext

(c) 2001 WIPO/MicroPat. All rts. reserv.

00754024 \*\*Image available\*\*

**APPARATUS AND METHOD FOR NEGOTIATING OVER A NETWORK**

**DISPOSITIF ET METHODE PERMETTANT DE FACILITER UN ACCORD SUR UN RESEAU**

Patent Applicant/Assignee:

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(Residence), US (Nationality)

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200067426 A2-A3 20001109 (WO 0067426)

# Search report

Application: WO 2000US11701 20000428 (PCT/WO US0011701)  
Priority Application: US 99131690 19990430; US 99141182 19990625; US  
99148605 19990812  
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE  
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT  
LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT  
UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
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Fulltext Word Count: 11010

Fulltext Availability:  
Detailed Description

## Detailed Description

... In addition, it is known in the art to attempt to use a computer for **dispute resolution** to quantify data supposed to represent conflicting positions to a dispute with a view to...with the present invention using a three-tiered approach to facilitating agreement using methods of **dispute resolution**.

Fig. 8b is a more detailed flow chart of the embodiment shown in Fig. 8a ...Embodiments of the invention, therefore, may be used on the one hand for post transaction **dispute resolution** and pre-transaction agreement negotiation on the other hand.

In Fig. 1a, Party A and...Fig. 8a there are three possible levels for resolution of the situation. The first being **computerized** negotiation, the second being **mediation**, and the third being arbitration. The second and third levels both involve interaction with a live third party for **resolving** the conflict. If a **customer** has a high **customer** rating which indicates the loyalty of the **customer** as represented by the number, volume, or value of purchases the **merchant** may wish to bypass the computer negotiation phase and move directly to level two or level three. Additionally, this **customer** rating may allow the **customer** with a high rating to select the resolution mechanism. For example, a **customer** with a high rating, which needs resolution of the situation quickly may indicate that **mediation** or arbitration is the preferred method of resolution. The server process, having the data concerning the **customer** as provided by the **merchant**'s database, would grant the **customer**'s request based upon the **customer** rating. The **customer** rating additionally provides a mechanism for queuing negotiations.

For example, if there are multiple situations...use of the method of this embodiment. For example, if the method is used for **dispute resolution** in connection with goods sold by a merchant over the Internet, and the first party...alternate embodiment of a method of facilitating, agreement using a three-tiered approach of alternative **dispute resolution** (ADR). Methods of ADR include negotiation, mediation, and arbitration. Referring to Fig. 8a. Step 820...

8/3,K/14 (Item 14 from file: 349)  
DIALOG(R) File 349:PCT Fulltext  
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00695689 \*\*Image available\*\*

**COMPUTERIZED DISPUTE RESOLUTION SYSTEM AND METHOD**  
**SYSTEME ET PROCEDE INFORMATIQUES SERVANT A RESOUDRE UN LITIGE**

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TT UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD

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**COMPUTERIZED DISPUTE RESOLUTION SYSTEM AND METHOD**

Fulltext Availability:

Detailed Description

Claims

English Abstract

A computerized system for automated **dispute resolution** through an  
Intranet website via the Internet or other communications linkage for  
communicating and processing...

Detailed Description

**COMPUTERIZED DISPUTE RESOLUTION SYSTEM AND METHOD**

FIELD OF THE INVENTION

This invention relates generally to **dispute resolution** and more  
particularly to on-line automated **dispute resolution** among adverse  
parties in a confidential environment.

CROSS REFERENCE TO RELATED APPLICATION

This application...

...all concerned parties. The resulting disappointment with traditional  
litigation drove the creation of the alternative **dispute resolution**  
("ADR") industry. However, conventional ADR, although sometimes helpful,  
is still costly and the results are...

...of the non-equal values.

In general, in a third aspect, the invention features a **dispute resolution**  
method for resolving a claim between two adverse parties. The  
method involves testing pairs of...or negative windfall differential  
amount.

In general, in a fourth aspect, the invention features a **dispute resolution**  
method for resolving a claim between two adverse parties. The  
method involves testing pairs of...

...the parties for the amount.

## Search report

In general, in a fifth aspect, the invention features a **dispute resolution** method for resolving a claim between two adverse parties. The method involves testing pairs of...

...the following additional advantages: the ability for individuals to directly contact and engage in a **dispute resolution** negotiation; the ability to receive an immediate or direct crediting, transfer or initiation of a...the direct payment interface option.

### DETAILED DESCRIPTION OF THE INVENTION

A computerized system for automated **dispute resolution** accessible on line, for example through an Internet website via the Internet or other communications...that some of the claims which can not be settled using the basic configuration automated **dispute resolution** arrangement can nonetheless be settled in an efficient automated manner which has similar advantages but...attorney's pin number and preferably two numeric "passwords" are required to commence the alternate **dispute resolution** of a claim. The system preferably generates a voice confirmation of the information which the...value comparison, i. e. no settlement or settled at a certain amount.

The computerized alternate **dispute resolution** may be implemented in Internet-based embodiments using a computer program representing a distributed database...and initiated a lawsuit in a particular jurisdiction. The claimant submits the claim to a **dispute resolution** system incorporating a facilitator. The claimant believes the injury merits a \$200,000 settlement. Prior...

...their expectation is unrealistic. As a result, the claimant may decide not to pursue the **dispute resolution**, or may decide to try anyway. As a result of the encouraging, the claimant will...the identity or sophistication of the parties, the experience of the parties with the particular **dispute resolution** arrangement described herein, geographical considerations, etc., the statements used as prompts or encouragements may be...As described herein, sponsors and attorneys may maintain an account with the provider of the **dispute resolution** system if they expect to submit cases for resolution with some regularity. However, it is...is directly accessible to non-attorneys on-line, for example, via the internet or telephone, **dispute resolution** is directly available to the individual without the normal risks or problems which can arise...

...which can specifically result from a claimant directly initiating entry of their dispute for automated **dispute resolution** in the first instance. First, since the system does not deal with the law or...

...case may be resolved much faster than would be the case through conventional legal or **dispute resolution** routes since the claimant has greater control over the negotiation since they present the demands...

...conveniently.

There are also at least three potential benefits when a defendant initiates the automated **dispute resolution** process for a given claim. First, legal fees are reduced because attorney involvement in the...

...settlement, well below what the defendant could be forced to pay thorough conventional legal or **dispute resolution** channels. Finally,

## Search report

if a claimant can engage the system directly, rather than through an attorney...publishing, housing or big ticket item businesses. Depending upon the particular circumstance a payment between **dispute resolution** system provider and the affinity program partner may be involved.

Another optional variant provides a...

...arising from an automobile accident sees an article on a consumer oriented website about automated **dispute resolution**. This causes the claimant to go to the identified website which acts as an internet interface to an automated **dispute resolution** system. The claimant submits the claim to the system and is charged an engagement fee... credited to that account. It will be recognized that, consistent with the description herein, automated **dispute resolution** would be extensible to apply to other payment-in-kind situations in a straightforward manner  
...

### Claim

What is Claimed is:

1. A computer executable method for **dispute resolution**, operative to control a computer and stored on a computer readable media, the method when...

...settlement offers, comprising:

receiving an engagement request from a first party to engage an automated **dispute resolution** system, for a claim, and to be bound by a resolution of the claim transmitted from the automated **dispute resolution** system; receiving an engagement indication from a second party to engage the automated **dispute resolution** system for the claim; receiving a series of at least three monetary demands from the...

...in the first round, the first difference is within the predetermined guideline, transmitting a successful **dispute resolution** notification to the first party and the second party; if, in the first round, the... in the second round, the second difference is within the predetermined guideline, transmitting a successful **dispute resolution** notification to the first party and the second party; if, in the second round, the...

...in the third round, the third difference is within the predetermined guideline, transmitting a successful **dispute resolution** notification to the first party and the second party.

9. The method of claim 8...

...the first, second and third differences are not within the predetermined guideline, transmitting an unsuccessful **dispute resolution** signal to said first party and said second party.

10. The method of claim 8 wherein, if in any round, the successful **dispute resolution** notification is transmitted, the method further comprises:

generating a settlement value notification including a settlement...

...settlement amount using at least the monetary demand from the round in which the successful **dispute resolution** notification is transmitted.

12. The method of claim 11 wherein the calculating also uses the...

## Search report

...claim 8 wherein, if, in any of the first, second or third rounds, the successful **dispute resolution** notification is transmitted, the method further comprises:

calculating a payment value for the claim from a pair of values used in the round for which the successful **dispute resolution** notification is transmitted; and storing the payment value in an engaging party accessible database.

14...

...comprising:

rendering the first monetary demand and the first settlement offer unavailable to the automated **dispute resolution** system for the second round.

15. The method of claim 14 wherein in the second...

...comprising:

rendering the second monetary demand and the second settlement offer unavailable to the automated **dispute resolution** system for the third round.

16. The method of claim 15 wherein in the third...

...comprising:

rendering the third monetary demand and the third settlement offer unavailable to the automated **dispute resolution** system.

17. The method of claim 10 wherein the settlement amount is a median of ...adverse parties comprising:

receiving an engagement request from a first entity to engage an automated **dispute resolution** system, for a claim, and to be bound by a resolution of the claim transmitted from the automated **dispute resolution** system; receiving an engagement indication from a second entity, adverse to the first entity with respect to the claim, to engage the automated **dispute resolution** system for the claim; encouraging at least one of the first entity or second entity...

...in the first round, the first difference is within the predetermined guideline, transmitting a successful **dispute resolution** notification to the first entity and the second entity; if, in the first round, the ...

...in the second round, the second difference is within the predetermined guideline, transmitting a successful **dispute resolution** notification to the first entity and the second entity; if, in the second round, the ...round, the power round difference is within the predetermined power round guideline, transmitting a successful **dispute resolution** notification to the first entity and the second entity.

28. The method of claim 27 wherein, if in any round, the successful **dispute resolution** notification is transmitted, the method further comprises:

generating a case resolution payment to be paid...

...offer to the first entity.

30. The method of claim 27 wherein when a successful **dispute resolution** notification is transmitted, the method further comprises: calculating a settlement payment of a specified value...

...case settlement documents containing dispute specific information for transmission to the adverse parties.

32. A **dispute resolution** method for resolving a claim among adverse parties, the method comprising:

testing non-equal values...least equal to a lower of the pair of the non-equal values.

39. A **dispute resolution** method for resolving a claim among adverse parties, the method comprising:

testing non-equal values...

...non-equal values adjusted by either a positive or negative windfall differential amount.

40. A **dispute resolution** method for resolving a claim among adverse parties, the method comprising:  
testing non-equal values...

...of funds to at least one of the adverse parties for the amount.

41. A **dispute resolution** method for resolving a claim between two adverse parties, the method comprising:

testing non-equal...

...document for the claim containing case specific information.

42. A method of automated on-line **dispute resolution** comprising:

maintaining an interface to the internet through which a claimant can submit demands for a claim to a **dispute resolution** system and receive indications therefrom such that, when the claimant submits multiple demands, via the interface, to the **dispute resolution** system and the **dispute resolution** system pairs the multiple demands with offers of settlement for the claim on a one satisfied.

43. An on-line **dispute resolution** system comprising:

maintaining an interface to the internet through which a claimant can submit a...

...to whether or not the criteria is satisfied.

44. A method of automated on-line **dispute resolution** comprising:

maintaining an interface to the internet through which a claimant can submit demands for a claim to a **dispute resolution** system and receive indications therefrom such that, when the claimant submits multiple demands via the interface to the **dispute resolution** system and the **dispute resolution** system pairs the multiple demands with offers of settlement for the claim on a one...

...payment amount, because the claimant is the initiator.

45. A method of automated on-line **dispute resolution** comprising:

maintaining an interface to the internet through which a claimant can submit demands for a claim to a **dispute resolution** system and receive indications therefrom such that, when the claimant submits multiple demands via the interface to the **dispute resolution** system and the **dispute resolution** system pairs the multiple demands with offers of settlement for the claim on a one...

...interface, and automatically initiate a transfer to the claimant of an amount calculated by the **dispute resolution** system as a settlement figure, perform a power round analysis of a demand and an...

...whether or not the power round criteria is satisfied.

46. A method of operating a **dispute resolution** system comprising:

receiving a plurality of values from each of a first and second party... member of the group.

58. A method comprising:

registering a first entity in an automated **dispute resolution** system with respect to a case involving a claim; following registration, receiving a case identifier...comprising:

storing case related information for the settlement and the payment amount in the automated **dispute resolution** system for tabulation.

61. A dispute settlement method comprising:

receiving offers and demands with respect...a first value from a first entity with respect to a claim in an automated **dispute resolution** system; receiving a second value from a second entity with respect to the claim in the automated **dispute resolution** system; determining, in the automated **dispute resolution** system, that a comparison of the first and second values does not satisfy a settlement...

...either of the first or second values; and receiving the new value in the automated **dispute resolution** system.

81. A dispute settlement method comprising:

receiving a claim submitted by an initiator for a **dispute resolution** negotiation; subsequent to the receiving of the claim, receiving a first value from the initiator...an insurance product for the settlement amount.

99. A method of consummating an on-line **dispute resolution** negotiation comprising:

determining that two non-equal values, submitted by adverse parties to a dispute...

...a release.

104. A method comprising:

agreeing to a criteria which, when applied by a **dispute resolution**



## Search report

system to values and satisfied, will result in a settlement of a claim against a party for a payment amount specified by the **dispute resolution** system, the payment amount being derived from at least one of the values; submitting a plurality of monetary values to the **dispute resolution** system, via a security protected on line interface, which will be analyzed by the **dispute resolution** system using the criteria without revealing any of the monetary values to the party; receiving...

...of monetary values.

108. The method of claim 104 further including:

logging in to the **dispute resolution** system through the internet.

109. The method of claim 104 further including:

providing claim specific...

...tabulating the claim specific identification information.

112. The method of claim 104 further including:

accessing the **dispute resolution** system using a web browser.

113. The method of claim 104 further including:

submitting a plurality of cases to the **dispute resolution** system, the claim relating to one of the plurality of cases.

114. The method of...

...receiving the payment amount from the party.

116. A method comprising steps, stored in an **automated dispute resolution** system including a processor and storage, for **dispute resolution** the method comprising:

a step of executing a first program module, written in a markup...

...for checking administration authorization to enable an administrator to add a sponsor into the **automated dispute resolution** system.

123. A method comprising steps for multi-round **dispute resolution**, the method comprising:

a first step for analyzing pairs of values in normal rounds according...a claimant involved in the case which invites the representative to participate in an **automated dispute resolution** negotiation for the case; receiving a responsive agreement from the representative to participate and to be bound by the **automated dispute resolution** negotiation, if the criteria is satisfied by demands submitted by the representative and correlated offers...

...a first entity; preparing the first signals for automated testing against an algorithm by a **dispute resolution** system in conjunction with information from a second entity, the second entity being adverse to ...test of one of the series of monetary amounts caused a settlement condition in the **dispute resolution** system; forwarding a message including data representing a settlement amount, in response to the settlement...

...organization.

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138. The method of claim 133 further including:

forwarding cookie data sent by the **dispute resolution** system for storage on a hard drive associated with either the first or second entity usable by the **dispute resolution** system to track usage by the first or second entity.

139. The method of claim 138 further including:

receiving third signals from the **dispute resolution** system for forwarding to a computer associated with either the first or the second entity...

...computer to retrieve the cookie data from the hard drive and send it to the **dispute resolution** system.

140. A method comprising:

a) receiving first signals over a communications linkage from an... attorney, a settlement payment amount, and a sponsor.

145. A method of automated on-line **dispute resolution** comprising:

maintaining an interface to the internet through which a claimant can submit demands for a claim to a **dispute resolution** system and receive indications therefrom such that, when the claimant submits multiple demands via the interface to the **dispute resolution** system and the **dispute resolution** system pairs the multiple demands with offers of settlement for the claim on a one...

...via the interface, for display to the claimant including a settlement value supplied by the **dispute resolution** system calculated when the criteria is satisfied.

147. The method of claim 145 further comprising:

hosting the **dispute resolution** system.

148. The method of claim 145 further comprising:

storing a processor executable program which...values is less than the payment amount for the pair of values.

201. A claim **dispute resolution** system comprising:

at least one demand submitted by a claimant for a claim and at...one corresponding offer, to determine if there is a resolution for the claim; a claim **dispute resolution** program constructed to, when executing on a programmed processor, cause an analysis of numbers in...

...claim settlement payments when the criteria is satisfied; and a programmed processor executing the claim **dispute resolution** program, to analyze the at least one demand and at least one corresponding offer in...

...set the settlement initiation indicator thereby automatically initiating a payment to the claimant.

202. A **dispute resolution** application stored on a computer accessible storage media for execution by a processor comprising:

Search report

a...

...provides the settlement amount for delivery to the two entities.

203. A method of automated **dispute resolution** in a system with at least one central processing unit comprising:

(a) introducing into the...and the corresponding demand is less than the preestablished amount.

204. A system for automated **dispute resolution** comprising:

a processor for processing demands and offers; means for introducing to the processor, via...of offers are received by the system at different times.

213. A system for automated **dispute resolution** comprising:

processor means for processing demands and offers; means for introducing to the processor means...document including at least some of the dispute identifying information.

219. A system for automated **dispute resolution** comprising:  
processor means for processing demands and offers; means for introducing to the processor means...communicating a settlement result to the person and the entity.

220. A system for automated **dispute resolution** comprising:

processor means for processing demands and offers; means for introducing to the processor means...

...communicating a settlement result to the person and the entity.

221. A system for automated **dispute resolution** comprising:

processor means for processing demands and offers; means for introducing to the processor means...and a series of offers to settle the claim through a computerized system for automated **dispute resolution** having at least one central processing unit including operating system software for controlling the central...whom the claim is made or representatives thereof the results of the comparison.

224. A **dispute resolution** method comprising:

establishing a first tier amount below which a first **dispute resolution** criteria will apply and above which a second **dispute resolution** criteria will apply; analyzing non-equal values submitted for a claim by adverse parties in...

...method of claim 224 further including:

establishing a second tier amount below which the second **dispute resolution** criteria will apply and above which a third **dispute resolution** criteria will apply.

226. A method comprising:

establishing a plurality of ranges within each of...

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00620775

**METHOD AND APPARATUS FOR HANDLING COMPLAINTS**  
**PROCEDE ET APPAREIL POUR GERER DES RECLAMATIONS**

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FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

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VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH

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MR NE SN TD TG

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Detailed Description

English Abstract

A computer program and a programmed apparatus (10) for **automatically**  
handling and **resolving** user complaints against subjects is disclosed.  
The program includes a routine for directing the apparatus...

...response (500) to the complaint from the subject, a routine to direct  
the apparatus to **store** the complaint (302) and response (514) in a data  
record, and a routine for negotiating...

Detailed Description

... to test their ability to gain a favorable outcome to a dispute in a  
simulated **dispute resolution** process.

This routine may also be used to affect government policy and laws. For  
examp

# Search report

File 348:EUROPEAN PATENTS 1978-2001/Jun W04

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File 349:PCT Fulltext 1983-2001/UB=20010614, UT=20010607

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Set	Items	Description
S1	167464	DISPUTE(2N)RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N)RES- OLUTION OR MEDIAT? OR PROBLEM?(2N)SOLV?
S2	1346	S1(5N)(AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	8342	(COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICI- SM? OR CONTENTION? OR ARGUE OR ARGUMENT?)
S4	484768	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUS- TOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR B- USINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SAL- ESPERSON)
S5	105294	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR CLIENT? OR PATRON? OR SHOPPER?
S6	114219	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	199	S1(S)S2(S)S4
S8	15	S7 AND (DISPUTE()RESOLUTION)
S9	26	S1(S)S2(S)S5(S)S6
S10	24	S9 NOT S8
S11	1	S10 AND (DISPUTE()RESOLUTION)

Search report

00797867 \*\*Image available\*\*

**PERSONAL INJURY CLAIM MANAGEMENT TECHNIQUES**

**TECHNIQUES DE GESTION DE RECLAMATIONS POUR PREJUDICE CORPOREL**

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Priority Application: US 99160729 19991021; US 99453972 19991203

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LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

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Detailed Description

Detailed Description

... chances that a settlement will be obtained promptly. However, on occasion, litigation or an Alternative **Dispute Resolution** (ADR) procedure is initiated. The decision to settle or engage one of the alternative procedures...indexed by client.

Selection of button icon 170j of data group collection 170 displays "Alternative **Dispute Resolution** (ADR)" in window 172. By activating this line, a form is displayed which indicates either...delivery of a letter to the defendant or defendant's representative to propose an Alternative **Dispute Resolution** (ADR) process (such as arbitration or mediation) if no response to the demand has been...conditional 124 is not satisfied, then conditional 126 is encountered which tests whether an Alternative **Dispute Resolution** (ADR) hearing is set to be held. If an ADR is being formed, then operation...is a flow diagram of schedule 710. Schedule 710 is initiated by starting a corresponding **automated** tickler with the **ADR** hearing date. Schedule 710 maybe selected as an alternative to the anchor 5 schedule or otherwise employed throughout management of a **client** 's case. Schedule 7 10 begins with block 712 which represents 10 days before the established **ADR** hearing date. At the 10 day point, conditional 714 determines whether the **ADR** is **arbitration** or **mediation** . If it is **arbitration** , operation 716 prompts preparation and delivery of an **arbitration** letter to the **client** . Otherwise, operation 718 prompts generation and delivery of a **mediation** letter to the **client** . Conditional 720 tests whether the defendant is represented by insurance or a personal attorney. If the defendant is represented by insurance, an **ADR** confirmation letter is prompted to the insurance attorney in operation 722. Otherwise, a

# Search report

Set	Items	Description
S1	1429399	DISPUTE(2N)RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N)RESOLUTION OR MEDIAT? OR PROBLEM?(2N)SOLV?
S2	14756	S1(5N)(AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	3866	(COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICISM? OR CONTENTION? OR ARGUE OR ARGUMENT?)
S4	1243044	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUSTOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR BUSINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SALESPERSON)
S5	50096	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	160922	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()PARTY OR JUDGEMENT? OR DECISION?
S7	1	S1(S)S2(S)S3(S)S4
S8	5	S1(S)S2(S)S3
S9	14756	S1(5N)S2
S10	2	S1(5N)S2(5N)S3
S11	2	S1(5N)S2(10N)S3
S12	5	S1(5N)S2(S)S3
S13	14756	S1(5N)S2
S14	2	S13 AND (DISPUTE()RESOLUTION)
S15	7	S13 AND (DISPUTE()RESOLUTION OR ADR)
S16	5	S2(S)S3
S17	272	S2(S)S6
S18	1	S17 AND (ADR OR DISPUTE()RESOLUTION)
S19	12	S12 OR S15 OR S16 OR S18
S20	28918	IC="G06F-017/60"
S21	38	S3 AND S20
S22	15	S21(S)S4
S23	27	S12 OR S15 OR S16 OR S18 OR S22

# Search report

013806852 \*\*Image available\*\*

WPI Acc No: 2001-291064/200131

XRPX Acc No: N01-207920

**Insured credit and debit card transactions for conducting financial transactions over a computer network with insurance against fraud and faulty goods/services**

Patent Assignee: NEODATA PTY LTD (NEOD-N)

Inventor: HAAS M A

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
AU 731046	B	20010322	AU 200066678	A	20001023	200131 B

Priority Applications (No Type Date): AU 200066678 A 20001023

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
AU 731046	B	23	G06F-017/60	

Abstract (Basic):

... During a transaction, a purchaser (1) submits a card number to a **vendor** (3), who submits it and transaction details to a credit provider (5a) or a financial institution (5b). Payment for the transaction if authorized is forwarded to the **vendor** while a statement is supplied to the purchaser, who can identify fraudulent purchases or purchases...

...the provider or institution. The details are forwarded to an insurer (9), determining if the **complaint** is justified or not and informing the purchaser of the decision.

**23/3,K/2 (Item 2 from file: 350)**

DIALOG(R) File 350:Derwent WPIX

(c) 2001 Derwent Info Ltd. All rts. reserv.

013674744 \*\*Image available\*\*

WPI Acc No: 2001-158956/200116

XRPX Acc No: N01-115857

**Non-judicial dispute resolution management system for insurance company, claims department, has electronic architecture to receive, sort and store data related to dispute between several adverse parties**

Patent Assignee: NAM CORP (NAMN-N)

Inventor: ISRAEL R; SPECHT W F

Number of Countries: 091 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200068865	A1	20001116	WO 2000US13111	A	20000511	200116 B
AU 200051323	A	20001121	AU 200051323	A	20000511	200117

Priority Applications (No Type Date): US 2000177133 A 20000120; US 99133441 A 19990511; US 99141650 A 19990629; US 99145158 A 19990722; US 99146677 A 19990802; US 99156169 A 19990927

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 200068865	A1	E	79 G06F-019/00	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR



Search report

IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW  
AU 200051323 A G06F-019/00 Based on patent WO 200068865

**Non-judicial dispute resolution management system for insurance company, claims department, has electronic architecture to receive, sort and store...**

Abstract (Basic):

... through an internet (2) receives, classifies and stores the data related to a non-judicial **dispute resolution** to execute and manage a full range of non-judicial **dispute resolution** methods between several adverse parties (UT1-UTn).

... The architecture has a management module to receive, segregate and store a **dispute resolution** data. The module compiles received data and new data network generated during a **dispute resolution** process. A reckoning module executes a selected resolution process based on the received **dispute resolution** data and transmits the generated data during resolution process to the management module...

... Enables adverse parties to conduct and manage a full array of non-judicial **dispute resolution**. Facilitates easy access through **internet**. Provides additional services such as reporting services and translation services. Enables to store and retrieve data confidentially. Provides on-line and off-line mediation and **arbitration**. Eliminates the need to employ the services of a counsel to reduce costs associated with...

... mix of a dispute. Reduces dispute resolving time. Enables to manage and conduct non-judicial **dispute resolution** without installing a complete on-site installation of a non-judicial case management system. Enables...

23/3,K/3 (Item 3 from file: 350)  
DIALOG(R) File 350:Derwent WPIX  
(c) 2001 Derwent Info Ltd. All rts. reserv.

013638449 \*\*Image available\*\*  
WPI Acc No: 2001-122657/200113  
XRPX Acc No: N01-090102

**Compliance monitoring system for anomaly detection in capital market environment, confirms suspected non-compliant events from final propositions obtained by combining generated weighted intermediate propositions**

Patent Assignee: PS & JAG PTY LTD (PSJA-N)  
Inventor: GOLDSCHMIDT P S  
Number of Countries: 092 Number of Patents: 002  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200062210	A1	20001019	WO 2000AU295	A	20000407	200113 B
AU 200035450	A	20001114	AU 200035450	A	20000407	200113

Priority Applications (No Type Date): AU 999615 A 19990407

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 200062210	A1	E	45 G06F-017/60	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH  
CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE  
KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU  
SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Search report

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW  
AU 200035450 A G06F-017/60 Based on patent WO 200062210

Abstract (Basic):

... propositions which in combination with supporting evidence  
enables agent to make decision regarding suspected non **complaint**  
events (SNCE) **stored** in processor.

23/3,K/4 (Item 4 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2001 Derwent Info Ltd. All rts. reserv.

013423568 \*\*Image available\*\*  
WPI Acc No: 2000-595511/200057  
XRPX Acc No: N00-441094

**Telecommunications system method of routing calls in automatic call  
distribution network using ADR feature of telephone switching systems  
involves distributing calls to ACD systems on basis not needing status  
knowledge**

Patent Assignee: LUCENT TECHNOLOGIES INC (LUCE )  
Inventor: BORST S C; FLOCKHART A D; HYMUS F C; MATHEWS E P; REIMAN M I;  
SEERY J B; TAYLOR J Z  
Number of Countries: 028 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1035717	A2	20000913	EP 2000301556	A	20000228	200057 B
AU 200020667	A	20000914	AU 200020667	A	20000306	200057
JP 2000295345	A	20001020	JP 200067093	A	20000310	200059
CA 2298937	A1	20000911	CA 2298937	A	20000217	200061

Priority Applications (No Type Date): US 99266283 A 19990311

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1035717	A2	E	11	H04M-003/523	
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI					
AU 200020667	A			H04Q-003/68	
JP 2000295345	A		8	H04M-003/00	
CA 2298937	A1	E		H04Q-003/64	

**Telecommunications system method of routing calls in automatic call  
distribution network using ADR feature of telephone switching systems  
involves distributing calls to ACD systems on basis not needing...**

Abstract (Basic):

... As a method of routing calls in an **automatic** call distribution  
network using an **ADR** feature of telephone switching systems...

23/3,K/5 (Item 5 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2001 Derwent Info Ltd. All rts. reserv.

013315743 \*\*Image available\*\*  
WPI Acc No: 2000-487680/200043  
XRPX Acc No: N00-363083

**Management method of packaging raw food involves feeding number of  
invalid packages to memory and producing an explanatory note by comparing**

# Search report

## error with standards

Patent Assignee: FURUKAWA SEISAKUSHO KK (FURU-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2000185721	A	20000704	JP 98376054	A	19981218	200043 B

Priority Applications (No Type Date): JP 98376054 A 19981218

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2000185721	A	4	B65B-061/02	

Abstract (Basic):

... Identification of invalid numbers enables to correlate **customer complaint** with respective packages, thereby quality of the packaged goods are enhanced...

## 23/3,K/6 (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2001 Derwent Info Ltd. All rts. reserv.

013023864 \*\*Image available\*\*

WPI Acc No: 2000-195715/200017

XRFX Acc No: N00-144755

**Computerized dispute settlement method for claimed parties, involves transmitting message stating that claim has to be resolved if differences between their demands and settlement fall within specific range**

Patent Assignee: CYBERSETTLE.COM INC (CYBE-N); CYBERSETTLE.COM INC (CYBE-N)

Inventor: BROFMAN C S; BURCHETTA J D

Number of Countries: 087 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200008582	A1	20000217	WO 99US17737	A	19990806	200017 B
AU 9953927	A	20000228	AU 9953927	A	19990806	200030
GB 2345997	A	20000726	WO 99US17737	A	19990806	200037
			GB 200010845	A	20000504	
NO 200002566	A	20000519	WO 99US17737	A	19990806	200045
			NO 20002566	A	20000519	
EP 1050003	A1	20001108	EP 99939683	A	19990806	200062
			WO 99US17737	A	19990806	
BR 200002398	A	20010320	BR 20002398	A	20000505	200123 N
CZ 200001615	A3	20010411	WO 99US17737	A	19990806	200130
			CZ 20001615	A	19990806	

Priority Applications (No Type Date): US 98130154 A 19980806; BR 20002398 A 20000505

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 200008582	A1	E 134	G06F-017/60	

Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW

AU 9953927	A	G06F-017/60	Based on patent WO 200008582
GB 2345997	A	G06F-017/60	Based on patent WO 200008582
NO 200002566	A	G06F-017/60	
EP 1050003	A1 E	G06F-017/60	Based on patent WO 200008582

# Search report

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT  
LI LT LU LV MC MK NL PT RO SE SI

BR 200002398 A G06F-017/60

CZ 200001615 A3 G06F-017/60 Based on patent WO 200008582

Abstract (Basic):

... For on-line **automated dispute resolution** between claimed  
parties through intranet **web** site via Internet...

**23/3,K/7 (Item 7 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2001 Derwent Info Ltd. All rts. reserv.

012757876 \*\*Image available\*\*

WPI Acc No: 1999-563995/199948

XRPX Acc No: N99-416884

**Cash register with automatic set-menu calculator for fast food stores.**

Patent Assignee: MATSUSHITA ELECTRIC IND CO LTD (MATU ); MATSUSHITA DENKI  
SANGYO KK (MATU )

Inventor: AOKI T; YAMAMOTO M

Number of Countries: 003 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2336230	A	19991013	GB 9819369	A	19980904	199948 B
JP 11296751	A	19991029	JP 9897528	A	19980409	200003
GB 2336230	B	20000223	GB 9819369	A	19980904	200013
US 6168076	B1	20010102	US 98149176	A	19980908	200103

Priority Applications (No Type Date): JP 9897528 A 19980409

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2336230	A		74	G07G-001/12	
JP 11296751	A		21	G07G-001/12	
GB 2336230	B			G07G-001/12	
US 6168076	B1			G07G-001/00	

Abstract (Basic):

... The cash register will automatically calculate fixed discount  
for set-menu items this avoid **customer complaints** about being  
ripped off or being uninformed of the set-menu...

**23/3,K/8 (Item 8 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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012628582 \*\*Image available\*\*

WPI Acc No: 1999-434686/199937

XRPX Acc No: N99-324015

**Grievance process centralized control apparatus - manages several  
grievance correspondence apparatus and customer terminal in enterprise**

Patent Assignee: KASHIWA T (KASH-I)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 11175611	A	19990702	JP 97370551	A	19971217	199937 B

Priority Applications (No Type Date): JP 97370551 A 19971217

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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Search report

JP 11175611 A 10 G06F-017/60

Grievance process centralized control apparatus...

...manages several grievance correspondence apparatus and customer terminal in enterprise

...Abstract (Basic): NOVELTY - A grievance process centralized control apparatus (201) manages several grievance correspondence apparatus and customer terminal in an enterprise...

...Need for maintaining the address and the transmitting format of the inquiry tip in each customer terminal is eliminated. DESCRIPTION OF DRAWING(S) - The figure shows the schematic diagram of the grievance process centralized control apparatus. (201) Grievance process centralized control apparatus...

23/3,K/9 (Item 9 from file: 350)

DIALOG(R) File 350:Derwent WPIX

(c) 2001 Derwent Info Ltd. All rts. reserv.

012326412 \*\*Image available\*\*

WPI Acc No: 1999-132519/199911

Related WPI Acc No: 1996-476690

XRPX Acc No: N99-096491

Computer based method for recording and processing complaints - involves complainant registering complaint anonymously and subject being able to respond and participate in negotiating settlement of complaint

Patent Assignee: SLOO M A (SLOO-I)

Inventor: SLOO M A

Number of Countries: 083 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9904356	A1	19990128	WO 98US9166	A	19980505	199911 B
US 5895450	A	19990420	US 95392053	A	19950222	199923
			US 97892600	A	19970714	
AU 9873695	A	19990210	AU 9873695	A	19980505	199925
EP 1012766	A1	20000628	EP 98920985	A	19980505	200035
			WO 98US9166	A	19980505	

Priority Applications (No Type Date): US 97892600 A 19970714; US 95392053 A 19950222

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9904356 A1 E 43 G06F-017/60

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW

US 5895450 A G06F-019/00 CIP of application US 95392053

CIP of patent US 5668953

AU 9873695 A G06F-017/60 Based on patent WO 9904356

EP 1012766 A1 E G06F-017/60 Based on patent WO 9904356

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE

...Abstract (Basic): NOVELTY - The computer system allows a complaint to be registered against a subject, e.g. company or organisation. The

Search report

complainant is able to search for the subject and/or product or...

...a new subject. The system requires various information to be provided and passes on the **complaint** anonymously to the subject. The subject can respond and can select options including direct negotiation or arbitration. A record of **complaints** and outcomes is searchable on the system. Behaviour is monitored...

23/3,K/10 (Item 10 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2001 Derwent Info Ltd. All rts. reserv.

012222030 \*\*Image available\*\*  
WPI Acc No: 1999-028136/199903  
XRAM Acc No: C99-008919  
XRPX Acc No: N99-021548

**Operation management system for laundry - generates and stores washing control data based on identification information on cloth and control information**

Patent Assignee: SANKO KASEI KK (SANK-N)  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 10290900	A	19981104	JP 97116559	A	19970418	199903 B

Priority Applications (No Type Date): JP 97116559 A 19970418

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 10290900	A		9	D06F-095/00	

...Abstract (Basic): ADVANTAGE - Traces cause for **customer grievance** easily by extracting control data. Maintains statistic data and enhances quality control. Prevents adverse influence...

23/3,K/11 (Item 11 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2001 Derwent Info Ltd. All rts. reserv.

011767705 \*\*Image available\*\*  
WPI Acc No: 1998-184615/199817  
XRPX Acc No: N98-146459

**Warning index information providing system for common consumer service - has calculation unit to calculate estimated and amounted warning index for each standard score with respect to weight on condition file and displays degree of social damage**

Patent Assignee: HITACHI LTD (HITA ); KOKUMIN SEIKATSU CENT (KOKU-N)  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 10040299	A	19980213	JP 96193118	A	19960723	199817 B

Priority Applications (No Type Date): JP 96193118 A 19960723

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 10040299	A		5	G06F-017/60	

...Abstract (Basic): ADVANTAGE - Prevents enlargement of social damage by wicked **business** . Enables to judge consumers **grievance** and consult,

Search report

objectively...

23/3,K/12 (Item 12 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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011399530 \*\*Image available\*\*  
WPI Acc No: 1997-377437/199735  
XRPX Acc No: N97-313622

Grievance ticket processing system for game machine - in which  
electronic ticket is transferred to customer terminal from server appts  
which stores investigated result of electronic ticket

Patent Assignee: NIPPON TELEGRAPH & TELEPHONE CORP (NITE )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 9160983	A	19970620	JP 95324791	A	19951213	199735 B

Priority Applications (No Type Date): JP 95324791 A 19951213

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 9160983	A		18		

Grievance ticket processing system for game machine...

...in which electronic ticket is transferred to customer terminal from  
server appts which stores investigated result of electronic ticket

...Abstract (Basic): The system includes a server appts (300), that stores  
the grievance information of an electronic ticket information (302)  
input from a customer terminal (100). A grievance ticket transfer  
unit (303) transfers the electronic ticket information to an operation  
system (400) connected...

...An operation terminal (600) investigates the grievance information of  
the electronic ticket. The investigated result is then transferred to  
the operation system...

...it to the server appts. The server appts finally transfers the  
electronic ticket to the customer terminal...

...ADVANTAGE - Improves customer 's service ability. Improves efficiency  
of grievance processing...

23/3,K/13 (Item 13 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2001 Derwent Info Ltd. All rts. reserv.

011074788 \*\*Image available\*\*  
WPI Acc No: 1997-052712/199705  
XRPX Acc No: N97-043203

Arbitrating which telecommunication network nodes can use spare link -  
determines that spare link should be used by node if signal sent out by  
node reaches adjacent node before that transmitted by adjacent node is  
received by node

Patent Assignee: MCI COMMUNICATIONS CORP (MCIC-N)

Inventor: WILL R; RUSS W

Number of Countries: 021 Number of Patents: 005

# Search report

## Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9641453	A1	19961219	WO 96US10491	A	19960607	199705 B
EP 873622	A1	19981028	EP 96918508	A	19960607	199847
			WO 96US10491	A	19960607	
US 5852600	A	19981222	US 95483578	A	19950607	199907
JP 11507487	W	19990629	WO 96US10491	A	19960607	199936
			JP 97502299	A	19960607	
MX 9709594	A1	19980701	MX 979594	A	19971205	200012

Priority Applications (No Type Date): US 95483578 A 19950607

## Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9641453	A1	E	30	H04L-012/407	
Designated States (National): CA JP MX					
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE					
EP 873622	A1	E		H04L-012/407	Based on patent WO 9641453
Designated States (Regional): DE FI FR GB IT SE					
JP 11507487	W		24	H04L-012/28	Based on patent WO 9641453
MX 9709594	A1			H04L-012/407	
US 5852600	A			H04B-010/08	

...Abstract (Basic): USE/ADVANTAGE - For restoring traffic disrupted by failure in telecommunications network and for resolving contention for same spare link by bidirectional requests from adjacent tandem nodes. Automatically resolves contention of spare capacity by two adjacent tandem nodes...

23/3,K/14 (Item 14 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010979741 \*\*Image available\*\*

WPI Acc No: 1996-476690/199647

Related WPI Acc No: 1999-132519

XRPX Acc No: N96-402073

**Computerised product user complaint handling method - involves using computer for receiving and storing complaint in directory categorised by vendor and product and storing corresponding vendor response**

Patent Assignee: SLOO M A (SLOO-I)

Inventor: SLOO M A

Number of Countries: 071 Number of Patents: 006

## Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9626496	A1	19960829	WO 96US2650	A	19960222	199647 B
AU 9650289	A	19960911	AU 9650289	A	19960222	199651
US 5668953	A	19970916	US 95392053	A	19950222	199743
EP 811200	A1	19971210	EP 96907129	A	19960222	199803
			WO 96US2650	A	19960222	
AU 697946	B	19981022	AU 9650289	A	19960222	199903
JP 11501137	W	19990126	JP 96525858	A	19960222	199914
			WO 96US2650	A	19960222	

Priority Applications (No Type Date): US 95392053 A 19950222

## Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9626496	A1	E	32	G06F-017/60	
Designated States (National): AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE HU IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN					



# Search report

MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG US UZ VN  
Designated States (Regional): AT BE CH DE DK EA ES FR GB GR IE IT KE LS  
LU MC MW NL OA PT SD SE SZ UG  
AU 9650289 A G06F-017/60 Based on patent WO 9626496  
US 5668953 A 11 G06F-017/60  
EP 811200 A1 E G06F-017/60 Based on patent WO 9626496  
Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LI LU MC  
NL PT SE  
AU 697946 B G06F-017/60 Previous Publ. patent AU 9650289  
Based on patent WO 9626496  
JP 11501137 W 35 G06F-017/60 Based on patent WO 9626496

**Computerised product user complaint handling method...**

**...involves using computer for receiving and storing complaint in directory categorised by vendor and product and storing corresponding vendor response**

...Abstract (Basic): The method of **complaint** and associated response handling involves receiving a **complaint** (202), notifying the subject of the **complaint** (210) and receiving a response to the **complaint** from the subject. The **complaint** and associated response is **stored** on a publicly accessible computer bulletin board (208...)

...The computer includes a memory for storing the **complaint** and response and a retrieving facility for retrieving the **complaint** and response. The access terminals are networked with the computer by way of the communications network and are operable for allowing users to transmit **complaints** and responses to the computer and view previously **stored complaints** and responses...

...ADVANTAGE - Consumers are able to check reputation of **vendor** and record of **vendor** 's manner in dealing with **complaints** before dealing with **vendor** .

...Abstract (Equivalent): A method of handling user **complaints** concerning products provided by a plurality of different **vendors** comprising the steps of...

...receiving into said **complaint** handling computer means said **complaint** concerning a product provided by a **vendor** and storing said **complaint** in a directory categorized by a characteristic relating to said product...

...notifying the **vendor** of the receipt of said **complaint** in said **complaint** handling computer means...

...receiving into said **complaint** handling computer means said response to said **complaint** from the **vendor** of said product and storing said response in said directory in association with said **complaint** ;

...

...creating a private message area in said **complaint** handling computer means which can only be accessed by the complainant and the **vendor** ; and...

...receiving into said private message area negotiations between the complainant and the **vendor** regarding said **complaint** for the resolution of said **complaint** .

Search report

23/3,K/15 (Item 15 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2001 Derwent Info Ltd. All rts. reserv.

010356520 \*\*Image available\*\*  
WPI Acc No: 1995-257834/199534

**Production scheme appts. using petri-net model - has contention  
termination device to cancel contention based on contention  
termination knowledge stored in advance**

Patent Assignee: OMRON KK (OMRO )  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 7160773	A	19950623	JP 93307676	A	19931208	199534 B

Priority Applications (No Type Date): JP 93307676 A 19931208

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 7160773	A	17	G06F-017/60	

... has contention **termination device to cancel** contention based on  
contention **termination knowledge stored in advance**

...Abstract (Basic): on the basis of the petri-net model. During execution,  
if blotches are generated, a **contention** is cancelled by the  
**contention** termination appts (202) Based on the information **stored**  
in **contention** termination knowledge database (214...

23/3,K/16 (Item 1 from file: 347)  
DIALOG(R)File 347:JAPIO  
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06824567 \*\*Image available\*\*  
CARE SUPPORT SYSTEM

PUB. NO.: 2001-052061 [JP 2001052061 A]  
PUBLISHED: February 23, 2001 (20010223)  
INVENTOR(s): MATSUSHIMA TETSUHIKO  
MURATA TOSHIMITSU  
APPLICANT(s): YAZAKI CORP  
APPL. NO.: 11-224303 [JP 99224303]  
FILED: August 06, 1999 (19990806)

ABSTRACT

... and to improve the quality of care services by objectively and quickly  
processing evaluation of **complaints** or the like made in a site where care  
services are provided.

SOLUTION: This care...

... the internet, telephone lines, or communication lines 3 like LAN. A  
central server 4 which **stores** and delivers information related to care is  
installed on this network. The central server 4 acquires, analyzes, and  
encodes evaluation information (**complaints** or the like) about helper from  
persons requiring cares as the care object and classifies these information  
in accordance with codes to **store** them in a data base. Meanwhile, the  
central server 4 acquires and encodes evaluation information (**complaints**  
or the like) about persons requiring cares from helper and classifies these

Search report

information to **store** them in the data base. Thereafter, evaluation information from the helper side and that from...

... side of persons requiring cares are collated with each other with respect to each evaluation **stored** in the central server 4, thus objectively classifying evaluation contents.

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23/3,K/17 (Item 2 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2001 JPO & JAPIO. All rts. reserv.

06753324 \*\*Image available\*\*  
AUTOMATIC RECONNECTION METHOD FOR CLUSTER SYSTEM MONITORING TERMINAL AND ITS SYSTEM

PUB. NO.: 2000-339186 [JP 2000339186 A]  
PUBLISHED: December 08, 2000 (20001208)  
INVENTOR(s): MASUMOTO HIDEHIKO  
APPLICANT(s): NEC SOFTWARE CHUBU LTD  
APPL. NO.: 11-153049 [JP 99153049]  
FILED: May 31, 1999 (19990531)

ABSTRACT

**PROBLEM TO BE SOLVED** : To **automatically** reconnect a cluster system monitoring terminal with a new master without the wasteful use of...

... master host computer 1 is connected with a cluster system monitoring terminal 4, an address **adr** of the cluster system monitoring terminal 4 is obtained and stored in a shared region...

...host computer, and connected with the cluster system monitoring terminal 4 corresponding to the address **adr** read from the shared region 3.

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23/3,K/18 (Item 3 from file: 347)  
DIALOG(R)File 347:JAPIO  
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06707910 \*\*Image available\*\*  
AUTOMATIC VENDING MACHINE CONTROLLER

PUB. NO.: 2000-293742 [JP 2000293742 A]  
PUBLISHED: October 20, 2000 (20001020)  
INVENTOR(s): YAMAZAKI YASUHIRO  
MARUYAMA TOSHITAKE  
SHINOZAKI KEITA  
MIYATA YASUHIKO  
YAMAMOTO OSAMU  
APPLICANT(s): SANYO ELECTRIC CO LTD  
APPL. NO.: 11-095634 [JP 9995634]  
FILED: April 02, 1999 (19990402)

ABSTRACT

**PROBLEM TO BE SOLVED** : To enable an **automatic** vending machine controller to efficiently make communication with terminal control sections even when the number...

Search report

... generalized state while communicating with the sections 2, 3,.... The communication is performed in a **contention** method and the transmitted address, transmitting address, commands, and data are transmitted in one byte...

23/3,K/19 (Item 4 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2001 JPO & JAPIO. All rts. reserv.

06658714

TERMINAL CHARACTERISTIC NUMBER PROVIDING SYSTEM IN COMMUNICATION SYSTEM

PUB. NO.: 2000-244537 [JP 2000244537 A]  
PUBLISHED: September 08, 2000 (20000908)  
INVENTOR(s): SHIMAZAKI TETSUYA  
SHINOHARA MASARU  
APPLICANT(s): IWATSU ELECTRIC CO LTD  
APPL. NO.: 11-042596 [JP 9942596]  
FILED: February 22, 1999 (19990222)

ABSTRACT

**PROBLEM** TO BE SOLVED : To **automatically** provide a specific number of a terminal to plural terminal device from main equipment by...

... number of the terminal corresponding to a manufacturing-time specific number when there is no **contention** of a specific number request channel or the same request packet and setting a specific...

23/3,K/20 (Item 5 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2001 JPO & JAPIO. All rts. reserv.

06514357 \*\*Image available\*\*  
SUB-CODE DATA GENERATION CIRCUIT

PUB. NO.: 2000-100074 [JP 2000100074 A]  
PUBLISHED: April 07, 2000 (20000407)  
INVENTOR(s): TSUJI MASAOKI  
APPLICANT(s): RICOH CO LTD  
APPL. NO.: 10-263661 [JP 98263661]  
FILED: September 17, 1998 (19980917)

ABSTRACT

... SOLUTION: This sub-code data generation circuit is provided with a generation part 51 for **automatically** generating **Adr** 0, 1 sub-code Q data which are time information, and generation parts 52, 53, 54 for **automatically** generating **Adr** 2, 3, 5 sub-code Q data which are information other than the time information...

23/3,K/21 (Item 6 from file: 347)  
DIALOG(R)File 347:JAPIO  
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06453865 \*\*Image available\*\*  
AUTOMATIC CAP

Search report

PUB. NO.: 2000-039438 [JP 2000039438 A]  
PUBLISHED: February 08, 2000 (20000208)  
INVENTOR(s): COHEN BERI  
DEYOUNG THOMAS W  
PURPURA PAUL E  
ARTUS HELMUT  
APPLICANT(s): BAYER CORP  
APPL. NO.: 11-199307 [JP 99199307]  
FILED: July 13, 1999 (19990713)  
PRIORITY: 115777 [US 98115777], US (United States of America), July 14, 1998 (19980714)

ABSTRACT

**PROBLEM TO BE SOLVED** : To **automatically** remove a cap of various type to be removed by reverse rotating or drawing a screw mounted at a test tube, by providing an upper **griper** for gripping the cap and a lower gripper for gripping the test tube.  
**SOLUTION**: The...

23/3,K/22 (Item 7 from file: 347)  
DIALOG(R)File 347:JAPIO  
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06331356 \*\*Image available\*\*  
STORE POS SYSTEM WITH CUSTOMER CORRESPONDING FUNCTION

PUB. NO.: 11-272957 [JP 11272957 A]  
PUBLISHED: October 08, 1999 (19991008)  
INVENTOR(s): IZAWA TSUTOMU  
MIYAMOTO KOJI  
APPLICANT(s): FUJITSU GENERAL LTD  
APPL. NO.: 10-069844 [JP 9869844]  
FILED: March 19, 1998 (19980319)

ABSTRACT

**PROBLEM TO BE SOLVED**: To provide a **store** POS system with the storing means of **customer** corresponding information for a **store** server by adding a **customer** corresponding controller collecting **customer** corresponding information such as **complaint**, request of a new commodity or a new service, an opinion with respect to commodities.

**SOLUTION**: This **store** POS system consists of a POS terminal device 1 provided with a purchase input means...  
... communication control means for communication-connecting to a display means LAN(local area network), a **customer** corresponding controller 2 with a **customer** corresponding information collecting means collecting **customer** corresponding information, a private branch communication line 3, the **store** server 5 with a server processing part 50 consisting of the reception processing means and the display outputting means of **customer** corresponding information, a server main storing part 80 consisting of a **customer** corresponding information storing means storing receive-processed **customer** corresponding information and an operation inputting part 40, and a display 4.

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23/3,K/23 (Item 8 from file: 347)  
DIALOG(R)File 347:JAPIO

# Search report

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06263864      \*\*Image available\*\*  
COMPLAINT CALL PROCESSOR

PUB. NO.:      11-205446 [JP 11205446 A]  
PUBLISHED:     July 30, 1999 (19990730)  
INVENTOR(s):   NISHI HIDETAKA  
APPLICANT(s):   FUJITSU LTD  
APPL. NO.:     10-007773 [JP 987773]  
FILED:          January 19, 1998 (19980119)

## ABSTRACT

**PROBLEM TO BE SOLVED** : To **automatically** provide processing which shifts from **complaint** call receiving to a test state by making a test trunk give telephone number information...

...central processor) notifies a subscriber's number that is already stored to a CATI (dedicated **complaint** call receiving trunk) after shifting to a speech communication state for receiving a **complaint** call between a subscriber and a maintainer as for an operation of this **complaint** call processor. This telephone number notice 14 is further sent as a telephone number notice...

23/3,K/24      (Item 9 from file: 347)  
DIALOG(R)File 347:JAPIO  
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05546183      \*\*Image available\*\*  
METHOD AND SYSTEM FOR PROCESSING COMPLAINT TICKET

PUB. NO.:      09-160983 [JP 9160983 A]  
PUBLISHED:     June 20, 1997 (19970620)  
INVENTOR(s):   TOKUNAGA YASUSHI  
APPLICANT(s):   NIPPON TELEGR & TELEPH CORP <NTT> [000422] (A Japanese Company or Corporation), JP (Japan)  
APPL. NO.:     07-324791 [JP 95324791]  
FILED:          December 13, 1995 (19951213)

## ABSTRACT

**PROBLEM TO BE SOLVED**: To attain on-line and real-time **complaint** processing service by generating an electronic ticket related to a **complaint** by a **customer** by the use of a multi-media service terminal, transmitting the ticket to an operator and returning the ticket from the operator to the **customer** terminal...

...**SOLUTION**: Electronic ticket information including **complaint** information charged from a **customer** terminal 100 is **stored** in a server device 300 and transferred to an operation system 400 connected to the device 300. The system 400 requests an operation terminal 600 to inspect the **complaint** information. When an electronic ticket in which the inspected result of the **complaint** information is written is transferred from the terminal 600 to the system 400, the system...

23/3,K/25      (Item 10 from file: 347)  
DIALOG(R)File 347:JAPIO  
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Search report

04829018      \*\*Image available\*\*

SYSTEM AND METHOD FOR NON-PERIODICAL PROCESS CONTROL

PUB. NO.:        07-121618 [JP 7121618 A]  
PUBLISHED:      May 12, 1995 (19950512)  
INVENTOR(s):    SHIBATA SUSUMU  
                 MIYATA KEISUKE  
APPLICANT(s):   TOYO ENG CORP [352421] (A Japanese Company or Corporation),  
                 JP (Japan)  
APPL. NO.:      05-266861 [JP 93266861]  
FILED:          October 26, 1993 (19931026)

ABSTRACT

...the work from an attribute shared data base. Also, an informing function L informs a **contention** adjusting software C of selecting information through a communication mechanism E. Subsequently, an adjustment mechanism (h) of the **contention** adjusting software C reads in the selecting information **stored** in a receiving function (g) in a certain period. Moreover, the work selecting software D...

23/3,K/26      (Item 11 from file: 347)

DIALOG(R)File 347:JAPIO

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03313426      \*\*Image available\*\*

PICTURE MEMORY CONTROLLER

PUB. NO.:        02-288926 [JP 2288926 A]  
PUBLISHED:      November 28, 1990 (19901128)  
INVENTOR(s):    HANIYU YOSHIAKI  
                 ONEDA SHOGO  
APPLICANT(s):   RICOH CO LTD [000674] (A Japanese Company or Corporation), JP  
                 (Japan)  
APPL. NO.:      01-040305 [JP 8940305]  
FILED:          February 22, 1989 (19890222)  
JOURNAL:        Section: P, Section No. 1166, Vol. 15, No. 63, Pg. 133,  
                 February 14, 1991 (19910214)

ABSTRACT

... latch 11 respectively. Thereafter, write data is only written in a data latch 12 to **automatically** generate a write address (X **ADR** and Y **ADR** ) and a write strobe (WE) by a picture memory controller 5. Consequently, the conventional technique...

23/3,K/27      (Item 12 from file: 347)

DIALOG(R)File 347:JAPIO

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03206289      \*\*Image available\*\*

AUTOMATIC PERFORMANCE DEVICE

PUB. NO.:        02-181789 [JP 2181789 A]  
PUBLISHED:      July 16, 1990 (19900716)  
INVENTOR(s):    ISHIDA TAKASHI  
APPLICANT(s):   YAMAHA CORP [000407] (A Japanese Company or Corporation), JP  
                 (Japan)  
APPL. NO.:      64-000543 [JP 89543]  
FILED:          January 06, 1989 (19890106)

# Search report

JOURNAL: Section: P, Section No. 1113, Vol. 14, No. 462, Pg. 20,  
October 05, 1990 (19901005)

## ABSTRACT

... APMs store the automatic performance data for one beat (quarter note).  
The one element APM (**ADR**) indicates the **automatic** performance data for  
1/4 beat and the 0 to 35 bits (KEYbuf) thereof are...



# Search report

File 278:Microcomputer Software Guide 2001/Jun

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File 256:SoftBase:Reviews,Companies&Prods. 85-2001/Jun

(c)2001 Info.Sources Inc

Set	Items	Description
S1	2067	DISPUTE(2N)RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N)RES- OLUTION OR MEDIAT? OR PROBLEM?(2N)SOLV?
S2	112	S1(5N)(AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	554	COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICIS- M? OR CONTENTION? OR ARGUE OR ARGUEMENT?
S4	48817	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUS- TOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR B- USINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SAL- ESPERSON)
S5	16781	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	7330	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	67	S2 (S) (S3 OR S4 OR S5)
S8	57	RD (unique items)
S9	51	S8 AND PY=<2000
S10	18	S2(5N)(S3 OR S4 OR S5)
S11	185	S1(S)S6
S12	48	S1(5N)S6
S13	257	S1(5N)(S6 OR S4)
S14	39	S1(3N)S6
S15	57	S10 OR S14
S16	33	S1(2N)S6
S17	51	S10 OR S16
S18	14	S2(3N)(S3 OR S4 OR S5)
S19	0	S1(2N)S6(5N)S3
S20	1	S1(2N)S6(5N)S5
S21	4	S1(2N)S6 AND (RESOLUTION)
S22	23	S10 OR S20 OR S21

Search report

KWIC option is not available in file(s): 278

**22/3,K/1 (Item 1 from file: 278)**  
DIALOG(R) File 278:Microcomputer Software Guide  
(c) 2001 Reed Elsevier Inc. All rts. reserv.

0033166  
0033166XX STATUS: ACTIVE ENTRY

**TITLE: Arbitration**

AUTHOR: Editor: Kluwer Law International Staff  
RELEASE DATE: 11/1998  
PUBLISHER: Kluwer Law International; Kluwer Law Intl (90-411; 90-6544)

**22/3,K/2 (Item 2 from file: 278)**  
DIALOG(R) File 278:Microcomputer Software Guide  
(c) 2001 Reed Elsevier Inc. All rts. reserv.

0027722  
0027722XX STATUS: ACTIVE ENTRY

**TITLE: International Construction Law**

AUTHOR: Editor: Susan Meek  
RELEASE DATE: 1999  
PUBLISHER: Gaunt, Incorporated; Gaunt (0-912004; 1-56169)

**22/3,K/3 (Item 1 from file: 256)**  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
(c)2001 Info.Sources Inc. All rts. reserv.

01783323 DOCUMENT TYPE: Product

**PRODUCT NAME: Justice by the People (783323)**

American Board of Trial Advocates (ABOTA) (672378)  
5307 E Mockingbird Ln #1060  
Dallas, TX 75206 United States

RECORD TYPE: Directory

CONTACT: Sales Department

REVISION DATE: 000000

...the importance of jury trials in the U.S. legal system. The curriculum covers group **decision** making, **conflict resolution**, and jury selection and deliberation, emphasizing critical thinking skills and historical context. A video helps...

**22/3,K/4 (Item 2 from file: 256)**  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
(c)2001 Info.Sources Inc. All rts. reserv.

01474452 DOCUMENT TYPE: Product

**PRODUCT NAME: Tamaris C/S Purchase Order (PO) (474452)**

Walker Interactive Systems Inc (435341)  
303 2nd St #3N

Search report

San Francisco, CA 94107 United States  
TELEPHONE: (415) 495-8811

RECORD TYPE: Directory

CONTACT: Sales Department

REVISION DATE: 980102

...integrates with Tamaris C/S Accounts Payable (AP) to let the user create invoices from **purchase** orders **automatically** and help **resolve** matching problems online. It also integrates with Tamaris C/S General Ledger (GL) and Inventory...

22/3,K/5 (Item 3 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
(c)2001 Info.Sources Inc. All rts. reserv.

00129482 DOCUMENT TYPE: Review

PRODUCT NAMES: Co-browsing (844853)

TITLE: Show and Tell: Collaborative Web browsing gives customers...  
AUTHOR: Delio, Michelle  
SOURCE: Customer Relationship Management, v5 n1 p42(6) Mar 2001  
ISSN: 1523-1240  
HOMEPAGE: <http://www.crmmag.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20010630

...com ASP site that will add numerous live support, help, and collaboration tools to a **Web** site. Besides being used for **solving purchasing problems**, co-browsing can be used in human resources, where employees can complete forms that are...

22/3,K/6 (Item 4 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
(c)2001 Info.Sources Inc. All rts. reserv.

00128357 DOCUMENT TYPE: Review

PRODUCT NAMES: Dispute Resolution (844373); Internet (833029)

TITLE: Online Disputes Find Resolution; Cyberjustice Catches Up To...  
AUTHOR: Marks, Susan J  
SOURCE: MicroTimes, v217 p51(3) Jan 29, 2001  
HOMEPAGE: <http://www.microtimes.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20010430

Search report

**PRODUCT NAMES:** Dispute Resolution (

**TITLE:** Online Disputes Find Resolution; Cyberjustice Catches Up To.....

There are a number of online dispute **resolution** (ODR) sites emerging that offer varied avenues for resolving e-commerce disputes. The sites offer everything from virtual courtrooms with public juries or virtual forums for private discussions to online **mediation** and **arbitration**, all using e-mail. Some also offer telephone or in-person meetings. The American Bar Association has created a Task Force on E-commerce and Dispute **Resolution** to develop standards and guidelines for the ODR process. The Federal Trade Commission (FTC) is also exploring alternative dispute **resolution** and online solutions. SquareTrade.com is one online dispute **resolution** site that offers escalating levels of dispute **resolution**. ICourthouse is another dispute forum where accusers and accused tell their stories to a jury...

...EResolution is an ODR provider that does offer a business-to-business program that involves **arbitration**, which, unlike **mediation**, can be legally binding.

22/3,K/7 (Item 5 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00128012 DOCUMENT TYPE: Review

**PRODUCT NAMES:** Acorde (030503)

**TITLE:** Optika's 'virtual office' resolves B2B transaction snags  
**AUTHOR:** Kodama, David  
**SOURCE:** eCOMMERCE BUSINESS, v1 n17 p19(1) Dec 4, 2000  
**ISSN:** 1529-0077  
**HOME PAGE:** <http://www.ecommercebusinessdaily.com>

**RECORD TYPE:** Review  
**REVIEW TYPE:** Product Analysis  
**GRADE:** Product Analysis, No Rating

**REVISION DATE:** 20010430

...to information and tools to finish business tasks, including loan approvals and payment execution. Acorde **Resolve** allows **companies** to build **Web** resolution hubs that assist trading partners in addressing transaction errors and collaborate on prices and...

22/3,K/8 (Item 6 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00126966 DOCUMENT TYPE: Review

**PRODUCT NAMES:** Company - Microsoft Corp (850195)

**TITLE:** Still At The Top? Microsoft's sway rests on a stack of new technology  
**AUTHOR:** Ricadela, Aaron  
**SOURCE:** Information Week, v810 p44(8) Oct 30, 2000

Search report

ISSN: 8750-6874

HOME PAGE: <http://www.informationweek.com>

RECORD TYPE: Review

REVIEW TYPE: Company

REVISION DATE: 20010228

...development. The Microsoft.Net initiative states that 'the vendor and its developers will supply reusable **business** -logic components for the **Internet** .' One way for Microsoft to **resolve** problems is to build relationships with newer startups that can provide impressive application building components.

22/3,K/9 (Item 7 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.

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00125963 DOCUMENT TYPE: Review

PRODUCT NAMES: Retailers (830308); E-Commerce (836109)

TITLE: E-Tailers' Costly Lessons: Companies hope to learn from their...

AUTHOR: Sterlicchi, John Gengler, Barbara

SOURCE: Upside, p195(4) Jun 2000

ISSN: 1052-0341

HOME PAGE: <http://www.upside.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20010130

...that site for another. Because e-tailers cannot continue to lose a third of their **customers** and survive, **Internet retailers** have to **solve** their infrastructure **problems** . Amazon.com found it had too much inventory and spent too much money, and, according...

22/3,K/10 (Item 8 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.

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00125693 DOCUMENT TYPE: Review

PRODUCT NAMES: E-Commerce (836109)

TITLE: Ready for 'new' B2B?

AUTHOR: Keen, Peter G W

SOURCE: Computerworld, v34 n37 p48(1) Sep 11, 2000

ISSN: 0010-4841

HOME PAGE: <http://www.computerworld.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20010430

Search report

...allow competitors and allies alike to make the entire supply chain perform better; agents, which **automate** many tasks, including **mediation** on behalf of a **buyer** or seller; wireless logistics, which move information and communication to users conducting business in the...

22/3,K/11 (Item 9 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00124910 DOCUMENT TYPE: Review

PRODUCT NAMES: Internet Customer Service (840572)

TITLE: Help Is On the Way  
AUTHOR: Marshall, David H  
SOURCE: Intelligent Enterprise, v3 n11 p68(3) Jul 17, 2000  
ISSN: 1524-3621  
HOMEPAGE: <http://www.intelligententerprise.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20001130

...offer a context for customer interaction that would allow the system to acquire information about **customers** 'computing environments **automatically** and would allow **customers** to **solve** their own **problems** without the help of technical support staff.

22/3,K/12 (Item 10 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00124834 DOCUMENT TYPE: Review

PRODUCT NAMES: Enterprise Information Portal (022314)

TITLE: Welcome to the 'profit portal'  
AUTHOR: Trowbridge, Dave  
SOURCE: Computer Technology Review, v20 n4 p1(3) Apr 2000  
ISSN: 0287-9647  
HOMEPAGE: <http://www.westworldproductions.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20010430

...shown a vision for the future in their marketing or in their product designs. These **vendors** have **resolved** some difficult problems with **Web** portal design and implementation. Hummingbird Enterprise Information Portal, for instance, provides Common Authentication Proxy (CAP...

22/3,K/13 (Item 11 from file: 256)

Search report

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
(c)2001 Info.Sources Inc. All rts. reserv.

00123391 DOCUMENT TYPE: Review

PRODUCT NAMES: E-Commerce (836109); Retailers (830308)

TITLE: Brick-and-Mortars Take the E-Commerce Plunge

AUTHOR: Schwartz, Ephraim

SOURCE: InfoWorld, v22 n14 p40(3) Apr 3, 2000

ISSN: 0199-6649

HOME PAGE: <http://www.infoworld.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20000730

...with partnerships that help traditional vendors deal with the business aspects of online commerce. Conventional **vendors** have to learn how to **resolve** channel conflicts, create a **Web** presence quickly, downsize margins to compete with pure-play companies, re-engineer business processes, and...

22/3,K/14 (Item 12 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
(c)2001 Info.Sources Inc. All rts. reserv.

00122795 DOCUMENT TYPE: Review

PRODUCT NAMES: Digital Receipts (841803)

TITLE: Safe Passage: Digital receipts ensure that a transaction completed...

AUTHOR: Schwartz, Winn

SOURCE: Network World, v17 n9 p95(3) Feb 28, 2000

ISSN: 0887-7661

HOME PAGE: <http://www.nwfusion.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20000530

...pinpoint the status of a message as it moves between two points. However, Internet Express **companies**, or digital receipt product **vendors**, **resolve** various problematic issues. **Internet** Express gained legal status with the passage of E-SIGN, the Electronic Signatures in Global...

22/3,K/15 (Item 13 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
(c)2001 Info.Sources Inc. All rts. reserv.

00120512 DOCUMENT TYPE: Review

PRODUCT NAMES: E-Commerce (836109); Sales Tax (835494)

Search report

**TITLE:** Web's Days as Tax-Free Zone Are Numbered: As e-commerce booms, the...

**AUTHOR:** Waltner, Charles

**SOURCE:** InternetWeek, v792 p26(3) Dec 6, 1999

**ISSN:** 0746-8121

**HOME PAGE:** <http://www.internetwk.com>

**RECORD TYPE:** Review

**REVIEW TYPE:** Product Analysis

**GRADE:** Product Analysis, No Rating

**REVISION DATE:** 20010430

...indicates that worldwide e-commerce sales could rise to \$3.2 trillion in 2003 if **businesses** and governments collaborate effectively to **resolve** such matters as **Internet** taxation. However, if **businesses** and government find themselves at loggerheads, revenues will be \$1.8 trillion. The Internet Tax...

22/3,K/16 (Item 14 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.

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00120145

DOCUMENT TYPE: Review

**PRODUCT NAMES:** eSSBase OLAP Server (712825); Wired for OLAP (769762); PowerPlay Server Web Edition (666076); Impromptu Web Reports (725773); Oracle Web Publisher (777692)

**TITLE:** OLAP Goes Online

**AUTHOR:** Baron, Talila

**SOURCE:** Information Week, v753 p90(3) Sep 20, 1999

**ISSN:** 8750-6874

**HOME PAGE:** <http://www.informationweek.com>

**RECORD TYPE:** Review

**REVIEW TYPE:** Product Analysis

**GRADE:** Product Analysis, No Rating

**REVISION DATE:** 20010331

...started using Web OLAP in 1998 as part of a long-range plan to strengthen **business** -intelligence abilities. **Web** OLAP was chosen to **resolve** a problem shared by many **companies**: the need to make all data, including data stored in widely disparate locations and on...

22/3,K/17 (Item 15 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.

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00112817

DOCUMENT TYPE: Review

**PRODUCT NAMES:** CustomerNow 1.1 (700738); WebBoard (602736)

**TITLE:** New Software Category Improves Online Customer Service Support

**AUTHOR:** Rosen, Michele

**SOURCE:** ent, v3 n18 p52(2) Nov 4, 1998



Search report

ISSN: 1085-2395

HOME PAGE: <http://www.entmag.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20010331

...customers requesting order status or site information, and for the problems users have surfing the Web. To assist in **resolving** the problem, smaller **vendors** developed software that helps in managing and enhancing customers' online service experiences. Just about all...

22/3,K/18 (Item 16 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.

(c)2001 Info.Sources Inc. All rts. reserv.

00103687 DOCUMENT TYPE: Review

PRODUCT NAMES: Offline Transaction Processing (838322)

TITLE: Remote, mobile users spur demand for OFTP software

AUTHOR: Radesevich, Lynda

SOURCE: InfoWorld, v19 n47 p32(2) Nov 24, 1997

ISSN: 0199-6649

HOME PAGE: <http://www.infoworld.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 19990530

...master database, and download current patient records. Two clinicians cannot post conflicting records because scripted **business** logic in the system **resolves** the conflicts using **automated** routines. The offline application is required because clinicians cannot be guaranteed access to the network...

22/3,K/19 (Item 17 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.

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00099633 DOCUMENT TYPE: Review

PRODUCT NAMES: Internet (833029); Health Care (830400)

TITLE: The healthcare enterprise Web and the future of clinical informatio..

AUTHOR: Wheeler, Mark, MD, MPH

SOURCE: Health Management Technology, v18 n1 p24(3) Jan 1997

ISSN: 0745-1075

HOME PAGE: <http://www.healthmgtttech.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

Search report

REVISION DATE: 20010331

...integration, add versatility, and improve performance. Large health care enterprises are well-positioned to use **Web** software configurations to **solve business problems**. Costs can be reduced with the use of less expensive network computers, which use a...

22/3,K/20 (Item 18 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00096941 DOCUMENT TYPE: Review

PRODUCT NAMES: WordPerfect Suite 7 for Windows 95 (623601); SmartSuite for Windows 95 (387509); Microsoft Office Windows 95 (248134)

TITLE: Windows 95 Office Suites: Evaluation for Searchers  
AUTHOR: Rensberger, David  
SOURCE: Searcher: Magazine/Database Prof, v4 n9 p18(7) Oct 1996  
ISSN: 1070-4795  
HOMEPAGE: <http://www.infotoday.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Comparison  
GRADE: Product Comparison, No Rating

REVISION DATE: 20000130

...processing application in each suite, and all the word processors reviewed can be useful for **solving** particular **problems**. For example, **businesses** can **automate** time billing, manage contacts, and maintain cross-referenced and multi-sort lists in the subject...

22/3,K/21 (Item 19 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00095971 DOCUMENT TYPE: Review

PRODUCT NAMES: AppFoundry (635405)

TITLE: Web Gets Down to Business  
AUTHOR: Raynovich, R Scott  
SOURCE: LAN Times, v13 n22 p41(2) Sep 30, 1996  
ISSN: 1040-5917  
HOMEPAGE: <http://www.lantimes.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20010430

...development tools, and software platforms for the Web, eagerly await products that operate with the **Web** to **solve** actual **business problems**. A spokesman for a system integrator says that such tools 'have made it easier to...

Search report

22/3,K/22 (Item 20 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00070562 DOCUMENT TYPE: Review

PRODUCT NAMES: Metals Industry (830360)

TITLE: Making Slitter Setup Easier with Software  
AUTHOR: White, Michael  
SOURCE: Fabricator, v24 n7 p62(2) Sep 1994  
ISSN: 0888-0301  
HOMEPAGE: <http://www.fmametalfab.org>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 19950228

...the arbor setup. This process was time-consuming and prone to human error. Now, more **companies** are using **computerized** setup programs to **solve** the setup **problems**. After the software is tailored to an operation's parameters, a less-skilled operator can...

22/3,K/23 (Item 21 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
(c)2001 Info.Sources Inc. All rts. reserv.

00064741 DOCUMENT TYPE: Review

PRODUCT NAMES: OpenStep (496278)

TITLE: HP Mulls OpenStep Move  
AUTHOR: Hayes, Frank  
SOURCE: Open Systems Today, v150 p1(2) May 23, 1994  
ISSN: 1061-0839

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20001130

...Solaris for the first Distributed Object Environment release. HP has held off on a final **decision** until performance and **customer** demand issues are **resolved**. HP also plans to support Microsoft Cairo, another OO OS. OpenStep is a NextStep-based

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 File 474:New York Times Abs 1969-2001/Jun 28  
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 File 475:Wall Street Journal Abs 1973-2001/Jun 28  
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S1	367613	DISPUTE(2N) RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N) RES- OLUTION OR MEDIAT? OR PROBLEM?(2N) SOLV?
S2	2462	S1(5N) (AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	166299	COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICIS- M? OR CONTENTION? OR ARGUE OR ARGUEMENT?
S4	2300135	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUS- TOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR B- USINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SAL- ESPERSON)
S5	583691	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	756102	REMEDY OR REMEDIES OR VOLUNTARY(3N) MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD() P- ARTY OR JUDGEMENT? OR DECISION?
S7	52	RESOLUTION(2N) (CONFLICT OR DISPUTE) (2N) S2
S8	50	RD (unique items)
S9	50	S8 AND PY=<2000
S10	2	S9(3N) S6
S11	6	S9(S) S6

Search report

11/3,K/1 (Item 1 from file: 35)  
DIALOG(R)File 35:Dissertation Abs Online  
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01307240 ORDER NO: AAD93-22042

**AUTOMATING NEGOTIATED DESIGN INTEGRATION: FORMAL REPRESENTATIONS AND  
ALGORITHMS FOR COLLABORATIVE DESIGN**

Author: ROBINSON, WILLIAM NORTON  
Degree: PH.D.  
Year: 1993  
Corporate Source/Institution: UNIVERSITY OF OREGON (0171)  
Source: VOLUME 54/04-B OF DISSERTATION ABSTRACTS INTERNATIONAL.  
PAGE 2073. 233 PAGES

...designs achieving their own goals, and then collectively derive a single unified design using automated **negotiation** techniques. From a software engineering perspective, the methodology provides parallelism, simplicity, rationale, and reuse. From a **negotiation** perspective, the methodology provides multiple agent preference maximization and novel resolution synthesis. From an artificial intelligence perspective, the algorithms provide **automation** of the complex processes of **conflict** detection, **resolution** synthesis, and **resolution** selection. This dissertation describes how the selfish interests of individuals or subgroups can productively aid the derivation of robust collaborative designs through the automated **negotiation** of their conflicts.

This dissertation describes formal representations for modeling individual perspectives, design conflicts, and...

11/3,K/2 (Item 1 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers: All rts. reserv.

5410627 INSPEC Abstract Number: C9612-7460-013

**Title: Dynamic decision aiding in air traffic control: a bio-behavioural analysis**

Author(s): Hilburn, B.; Jorna, P.G.A.M.; Parasuraman, R.; Byrne, E.A.  
Author Affiliation: Nat. Aerosp. Lab., Amsterdam, Netherlands  
Journal: Vivek Conference Title: Vivek (India) vol.9, no.1 p.30-8  
Publisher: Ms Truptee C Shah for Natl. Centre Software Technol,  
Publication Date: Jan. 1996 Country of Publication: India  
CODEN: VIVFE5 ISSN: 0970-8618  
SICI: 0970-8618(199601)9:1L.30:DDAT;1-D  
Material Identity Number: P856-96004  
Conference Title: Second International Symposium on Cognition and Education  
Conference Date: 14-18 Dec. 1995 Conference Location: Varanasi, India  
Language: English  
Subfile: C  
Copyright 1996, IEE

...Abstract: would be the ability for such systems to assume control of the human's strategic **decision** -making, through an "intelligent advisor" interface. The advent of advanced **decision** -aiding automation for ATC raises a number of human performance issues. An empirical investigation was conducted to compare the effectiveness of various levels of strategic ATC **decision** -aiding **automation** . **Conflict** detection and **resolution** advisory systems were compared to a baseline ATC system, using a near-term prototype ATC...

Search report

... measures were sensitive to changes in traffic load. No clear advantage was seen for either **conflict** detection or **resolution automation**, although the **automated** conditions both generally benefitted objective workload, monitoring response time and system performance. Subjective measures, however...

11/3,K/3 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2001 Institution of Electrical Engineers. All rts. reserv.

5399619 INSPEC Abstract Number: C9611-6180N-023

**Title: Mechanisms for dynamically changing initiative in human-computer collaborative discourse**

Author(s): Guinn, C.I.

Author Affiliation: Dept. of Comput. Sci., Duke Univ., Durham, NC, USA

Conference Title: Proceedings. Third Annual Symposium on Human Interaction with Complex Systems. HICS'96 (Cat. No.96TB100050) p.28-36

Publisher: IEEE Comput. Soc. Press, Los Alamitos, CA, USA

Publication Date: 1996 Country of Publication: USA x+285 pp.

ISBN: 0 8186 7493 8 Material Identity Number: XX96-02783

U.S. Copyright Clearance Center Code: 0 8186 7493 8/96/\$5.00

Conference Title: Proceedings Third Annual Symposium on Human Interaction with Complex Systems. HICS'96

Conference Sponsor: IEEE Comput. Soc.; IEEE Comput. Soc. Tech. Committee on Multimedia Comput.; North Carolina A&T State Univ.; Wright State Univ

Conference Date: 25-28 Aug. 1996 Conference Location: Dayton, OH, USA

Language: English

Subfile: C

Copyright 1996, IEE

Abstract: In this paper, we examine three inter-related efficiency-improving dialogue behaviors: **automatic** dialogue initiative setting, **negotiation** for **conflict resolution**, and summaries for plan recognition assistance. We show how to incorporate these behaviors in a...

11/3,K/4 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2001 Institution of Electrical Engineers. All rts. reserv.

4974153 INSPEC Abstract Number: C9507-6160B-028

**Title: Improving data consistency in mobile computing using isolation-only transactions**

Author(s): Qi Lu; Satyanarayanan, M.

Author Affiliation: Sch. of Comput. Sci., Carnegie Mellon Univ., Pittsburgh, PA, USA

p.124-8

Publisher: IEEE Comput. Soc. Press, Los Alamitos, CA, USA

Publication Date: 1995 Country of Publication: USA x+145 pp.

ISBN: 0 8186 7081 9

U.S. Copyright Clearance Center Code: 0 8186 7081 9/95/\$04.00

Conference Title: Proceedings 5th Workshop on Hot Topics in Operating Systems (HotOS-V)

Conference Sponsor: IEEE Comput. Soc. Tech. Committee on Oper. Syst. & Application Environ. (TCOS)

Conference Date: 4-5 May 1995 Conference Location: Orcas Island, WA, USA

Language: English

Subfile: C

Search report

Copyright 1995, IEE

...Abstract: automatically detect read/write conflicts. The IOT consistency model provides a set of options for **automatic** and manual **conflict resolution**. In addition, application-specific knowledge can be incorporated to detect and resolve conflicts. To preserve...

...be executed as an IOT. This paper describes high-level system design and implementation and **concludes** with related work and current status.

11/3,K/5 (Item 4 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers. All rts. reserv.

4886518 INSPEC Abstract Number: C9504-6120-015

**Title: Resolving file conflicts in the Ficus file system**

Author(s): Reiher, P.; Heidemann, J.; Ratner, D.; Skinner, G.; Popek, G.

Author Affiliation: Dept. of Comput. Sci., California Univ., Los Angeles, CA, USA

Conference Title: Proceedings of the Summer 1994 USENIX Conference p. 183-95

Publisher: USENIX Assoc, Berkeley, CA, USA

Publication Date: 1994 Country of Publication: USA 316 pp.

Conference Title: Proceedings of the Summer 1994 USENIX Conference

Conference Date: 6-10 June 1994 Conference Location: Boston, MA, USA

Language: English

Subfile: C

Copyright 1995, IEE

...Abstract: file type and understanding the file's semantics. The paper describes experiences with conflicts and **automatic conflict resolution** in Ficus. It presents data on the frequency and character of conflicts in our environment...

... resolvers are designed and implemented, and discusses our experiences with their strengths and limitations. We **conclude** from our experience that optimistic concurrency works well in at least one realistic environment, conflicts...

11/3,K/6 (Item 5 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers. All rts. reserv.

4845890 INSPEC Abstract Number: C9502-7480-020

**Title: Interactive decision support for requirements negotiation**

Author(s): Robinson, W.N.

Author Affiliation: Dept. of Comput. Info-Syst., Georgia State Univ., Atlanta, GA, USA

Journal: Concurrent Engineering: Research and Applications vol.2, no.3 p.237-51

Publication Date: Sept. 1994 Country of Publication: UK

CODEN: CRAPEM ISSN: 1063-293X

U.S. Copyright Clearance Center Code: 1063-293X/94/03023715\$08.00/0

Language: English

Subfile: C

Copyright 1995, IEE

...Abstract: task. It entails conflict detection, resolution generation, and resolution choice. In essence, requirements must be **negotiated**. In

## Search report

this article we present a model for requirements **negotiation** and its automated support. The model calls for the independent representation of user requirements followed by their **negotiation**. The model centers around three themes: user participation, resolution generation, and **negotiation** records. To support these themes, we have built a tool which provides: (1) **automated** methods for **conflict** detection and **resolution** generation; (2) an interactive **resolution** choice procedure; and (3) records of the **negotiation** process. After presenting the tool, called Oz, we describe the use of its interactive resolution search and choice procedure. We **conclude** that interactive **decision** support is necessary for effective requirements **negotiation**.



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S5	583691	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	756102	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	19	S2(S)S3
S8	427	S2(S) (S4 OR S6)
S9	46	S2(5N)S4(5N)S5
S10	65	S7 OR S9
S11	63	RD (unique items)
S12	55	S11 AND PY=<2000
S13	40	S2(2N)S4(2N)S5
S14	2	S2(2N)S4(2N)S6
S15	40	S2(2N)S4(2N)S5
S16	0	S15(S)DISPUTE?
S17	1	S15 (S)RESOLUTION
S18	61	S7 OR S14 OR S15
S19	59	RD (unique items)
S20	52	S19 AND PY=<2000

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20/3,K/1 (Item 1 from file: 35)  
DIALOG(R)File 35:Dissertation Abs Online  
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01765919 ORDER NO: AADAA-I9987556

**Systems, standpoints, and subjects: Marxist legacies in United States feminist theories**

Author: Matisons, Michelle Renee

Degree: Ph.D.

Year: 2000

Corporate Source/Institution: Clark University (0048)

Source: VOLUME 61/09-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 3798. 330 PAGES

ISBN: 0-599-93771-8

Year: 2000

...violence. Numerous feminist theorists note that MacKinnon shares much in common with Marxism, but I **argue** that her theory of consciousness-raising renders MacKinnon more specifically compatible with authoritarian Leninism. In...

...I introduce seven different terms that capture the wide variety of standpoint theories: mechanical, biological, **automatic**, achieved, immediate, **mediated**, and authoritarian. This study concludes with three scholars who engage both Marxist and psychoanalytic/post...

20/3,K/2 (Item 2 from file: 35)  
DIALOG(R)File 35:Dissertation Abs Online  
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01743494 ORDER NO: AADAA-I9973235

**A process model and concept map for web-based teaching and learning in postsecondary art education**

Author: Clark, Diane Ellen

Degree: Ph.D.

Year: 2000

Corporate Source/Institution: The Florida State University (0071)

Source: VOLUME 61/05-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 1714. 187 PAGES

ISBN: 0-599-78532-2

Year: 2000

...the delivery of postsecondary art education methods courses, specifically ARE 4356: Teaching Aesthetics and Art **Criticism**, ARE 4357: Teaching Art History, ARE 4930/5930: Museum Education, and EEC 4201: Expressive Arts...

...courses were given a presence on the Web through a university sponsored program known as **Web -MC (Web -mediated** course-assistant), which was launched during the summer of 1998. Information published on the Web...

20/3,K/3 (Item 3 from file: 35)  
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01650168 ORDER NO: AADNQ-28014

Search report

**TOWARDS A FORMAL ACCOUNT OF DIAGNOSTIC PROBLEM SOLVING (PREDICATE CALCULUS, SITUATION CALCULUS)**

Author: MCILRAITH, SHEILA ANN

Degree: PH.D.

Year: 1997

Corporate Source/Institution: UNIVERSITY OF TORONTO (CANADA) (0779)

Source: VOLUME 59/06-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2855. 243 PAGES

ISBN: 0-612-28014-4

Year: 1997

...intelligence community. To the practitioner, artificial intelligence holds the promise of addressing difficult problems in **automated diagnostic problem solving**. To the formalist, diagnostic problem solving embodies many of the fundamental challenges of artificial intelligence...

...solving must address testing and repairing, in addition to the task of diagnosis. Further, we **argue** that a comprehensive account of diagnostic problem solving requires reasoning about action and change. Providing...

20/3,K/4 (Item 4 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01530973 ORDER NO: AAD97-06252

**VULNERABILITY TO DEPRESSIVE AFFECT FOLLOWING FAILURE: THE ROLE OF PERSONALITY AND COGNITION**

Author: EHRLICH, JOSHUA SIMON

Degree: PH.D.

Year: 1996

Corporate Source/Institution: NEW YORK UNIVERSITY (0146)

Source: VOLUME 57/09-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 5914. 100 PAGES

Year: 1996

The goals of this study were: (1) to determine whether self-**criticism** predicts negative affect during and following a controlled failure stress; and (2) to determine whether **automatic** thoughts and/or ruminative activity **mediate** a relationship between self-**criticism** and negative affect following stress. Self-**criticism** significantly predicted feelings of tension and anxiety during failure stress, and significantly predicted feelings of dissatisfaction and worthlessness over the 24 hours following failure stress. Regression analyses suggested that negative **automatic** thoughts **mediate** 58% of the relationship between self-**criticism** and dissatisfaction/worthlessness following failure stress. The data did not support a mediating role for...

20/3,K/5 (Item 5 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

(c) 2001 ProQuest Info&Learning. All rts. reserv.

888046 ORDER NO: AAD85-15668

**ENCODING OF FREQUENCY OF OCCURRENCE, TEMPORAL ORDER, AND SPATIAL LOCATION INFORMATION BY CLOSED HEAD INJURED AND ELDERLY SUBJECTS: IS IT AUTOMATIC? (MEMORY, NEUROPSYCHOLOGY)**

Search report

Author: VAKIL, ELIYAHU

Degree: PH.D.

Year: 1985

Corporate Source/Institution: CITY UNIVERSITY OF NEW YORK (0046)

Source: VOLUME 46/05-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 1738. 124 PAGES

Year: 1985

...judgment accuracy. These results raise serious questions concerning the validity of Hasher and Zacks' (1979) **contention** that performance on these judgment tasks is **mediated** by **automatic** processes.

...

20/3,K/6 (Item 1 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

(c) 2001 The Gale Group. All rts. reserv.

09255800

Web disputes go online

EUROPE: PORTALS FOR INTERNET COMPLAINTS

Wall Street Journal Europe (WSJ) 21 Mar 2000 p.25

Language: ENGLISH

**Complaints** about bad service and faulty or missing goods ordered via the Internet are increasing, alongside the advance of e-commerce. As a result, the European Commission plans to use the **Internet** to **solve** the **problems** it has created, and is promoting the establishment of an online dispute resolution forum, or...

2000

20/3,K/7 (Item 2 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

(c) 2001 The Gale Group. All rts. reserv.

09169713

Verkko ei vie vakuutuksia

FINLAND: POHJOLA LIFE AND NETWORK SERVICES

Bisnes.fi (ZPW) 7/1999 p.38

Language: FINNISH

... the relationship has been established. The branch office network is a competitive advantage especially in **solving** **problematic** **customer** questions. **Internet** will make it easier for people to compare the prices of policies in different insurance...

1999

20/3,K/8 (Item 3 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

(c) 2001 The Gale Group. All rts. reserv.

09055127

hk & china gas have chance to solve y2k bugs

HONG KONG: HK & CHINA GAS TO INVEST ON Y2K

Sing Tao Daily (XKL) 04 Feb 1999 p.b2

Search report

Language: CHINESE

HK & China Gas will invest HK\$ 100mn on upgrading its information system and **solving** the Y2K **problem**. The **company** has launched **Internet customer** service centre on 3 February 1999. The company said that its gas sales in 1998...

1999

20/3,K/9 (Item 4 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2001 The Gale Group. All rts. reserv.

09013257  
Supernet's capacity expanded to 160,000 users  
HONG KONG: SUPERNET INVESTS \$ 10MN IN 4 MONTHS  
HK Economic Times (XKH) 05 Nov 1998 p.a12  
Language: CHINESE

... The company expected to launch 24-hour network operation centre service which will support private **customers** ' operations and actively **solve** their **problems**. It is also developing **Internet** phone and hopes to launch the service in mid-1999. Supernet said despite the economic...

1998

20/3,K/10 (Item 5 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2001 The Gale Group. All rts. reserv.

03670041  
IBM LAUNCHES FASTSERVICE TROUBLE-SHOOTING SYSTEM  
US - IBM LAUNCHES FASTSERVICE TROUBLE-SHOOTING SYSTEM  
Computergram International (CGI) 23 August 1990  
ISSN: 0268-716X

...the US with the launch of IBM FastService, a facility designed to enable large systems **customers** to go some way to **automating** the process of pinpointing and **resolving** problems in their application software. FastService uses proprietary software and probes installed in application programs...

1990

20/3,K/11 (Item 6 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2001 The Gale Group. All rts. reserv.

02856519  
TIFFE TAKES OFF SLOWLY  
JAPAN - TIFFE TAKES OFF SLOWLY  
Online Finance (OLF) 0 August 1989 p6-7

... 300. The initial strong start fell away, due to unfamiliarity, existing preferences for Singapore, and **criticism** of slowness (which should be **resolved** by full **automation** due July 1991). Govt proposals to tax futures in April 1990 could be very damaging.

1989

20/3,K/12 (Item 1 from file: 65)

DIALOG(R)File 65:Inside Conferences

(c) 2001 BLDSC all rts. reserv. All rts. reserv.

03163653 INSIDE CONFERENCE ITEM ID: CN033512508

**Using Web-based Power Quality Monitoring for Problem Solving and  
Improving Customer Relations**

Mueller, D.

CONFERENCE: Annual Latin America power conference-4th

ANNUAL LATIN AMERICAN POWER CONFERENCE AND EXHIBITION, 1999; 4TH P:  
263-271

np), Hagler Bailly, (1999)

LANGUAGE: English DOCUMENT TYPE: Conference Selected papers

CONFERENCE LOCATION: Miami Beach, FL

CONFERENCE DATE: Jun 1999 (199906) (199906)

NOTE:

Text in English or Spanish

**Using Web-based Power Quality Monitoring for Problem Solving and  
Improving Customer Relations**

np), Hagler Bailly, (1999)

20/3,K/13 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2001 Institution of Electrical Engineers. All rts. reserv.

6542806 INSPEC Abstract Number: C2000-05-7140-002

**Title: Web implementation of a security mediator for medical databases**

Author(s): Wiederhold, G.; Bilello, M.; Donahue, C.

Author Affiliation: Dept. of Comput. Sci., Stanford Univ., CA, USA

Conference Title: Database Security XI. Status and Prospects. IFIP TC11  
WG11.3 Eleventh International Conference on Database Security p.60-72

Editor(s): Lin, T.Y.; Qian, S.

Publisher: Chapman & Hall, London, UK

Publication Date: 1998 Country of Publication: UK vi+391 pp.

ISBN: 0 412 82090 0 Material Identity Number: XX-1997-02702

Conference Title: Proceedings of 11th Annual IFIP WG 11.3 Working  
Conference on Database Security

Conference Date: 10-13 Aug. 1997 Conference Location: Lake Tahoe, CA,  
USA

Language: English

Subfile: C

Copyright 2000, IEE

...Abstract: simple rules into the system that implement the policies of  
the institution. We describe the **www** implementation of the security  
**mediator** dual interface. The **customer** interface allows outsiders to  
request and receive filtered medical information from a hospital database.  
The...

1998

20/3,K/14 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2001 Institution of Electrical Engineers. All rts. reserv.

Search report

6512305 INSPEC Abstract Number: C2000-04-7180-002

**Title: Secure agent- mediated auction-like negotiation protocol for Internet retail commerce**

Author(s): Wang, X.F.; Yi, X.; Lam, K.Y.; Zhang, C.Q.; Okamoto, E.

Author Affiliation: Sch. of Comput., Nat. Univ. of Singapore, Singapore

Conference Title: Cooperative Information Agents III. Third International Workshop, CIA'99. Proceedings (Lecture Notes in Artificial Intelligence 1652) p.291-302

Editor(s): Klusch, M.; Shehory, O.M.; Weiss, G.

Publisher: Springer-Verlag, Berlin, Germany

Publication Date: 1999 Country of Publication: Germany xi+401 pp.

ISBN: 3 540 66325 8 Material Identity Number: XX-1999-02057

Conference Title: Proceedings of CIA-99 - Third International Workshop on Cooperative Information Agents

Conference Sponsor: Deutsche Telekom AG; George Mason Univ.; Daimler-Chrysler AG; Active Online Syst.; et al

Conference Date: 31 July-2 Aug. 1999 Conference Location: Uppsala, Sweden

Language: English

Subfile: C

Copyright 2000, IEE

**Title: Secure agent- mediated auction-like negotiation protocol for Internet retail commerce**  
**1999**

**20/3,K/15 (Item 3 from file: 2)**

DIALOG(R)File 2:INSPEC

(c) 2001 Institution of Electrical Engineers. All rts. reserv.

6500597 INSPEC Abstract Number: C2000-03-7180-018

**Title: EASY shopping: a value-added service for electronic malls**

Author(s): Schumann, P.

Journal: International Journal of Electronic Commerce vol.4, no.2  
p.99-119

Publisher: M.E. Sharpe,

Publication Date: Winter 1999-2000 Country of Publication: USA

CODEN: IJECFE ISSN: 1086-4415

SICI: 1086-4415(24/2000)4:2L:99:ESVA;1-Q

Material Identity Number: G303-2000-001

U.S. Copyright Clearance Center Code: 1086-4415/99-00/\$9.50+0.00

Language: English

Subfile: C

Copyright 2000, IEE

...Abstract: electronic malls is proposed that follows the example of traditional system- or cross-selling to **solve complex customer problems**. By **automatically** compiling bundles of products coming from different suppliers, the Event Advisory System (EASY) can increase...

**1999 ; 2000**

**20/3,K/16 (Item 4 from file: 2)**

DIALOG(R)File 2:INSPEC

(c) 2001 Institution of Electrical Engineers. All rts. reserv.

6473174 INSPEC Abstract Number: C2000-02-7250N-045

**Title: Writing (Online) Spaces: Composing Webware in Perl**

Author(s): Hartley, C.; Schendel, E.; Neal, M.R.

# Search report

Author Affiliation: Dept. of English, Louisville Univ., KY, USA  
Journal: Computers and Composition vol.16, no.3 p.359-70  
Publisher: Ablex Publishing,  
Publication Date: 1999 Country of Publication: USA  
CODEN: CMCMEM ISSN: 8755-4615  
SICI: 8755-4615(1999)16:3L:359:WOSC;1-P  
Material Identity Number: K945-2000-001  
Language: English  
Subfile: C  
Copyright 2000, IEE

...Abstract: we point to scholarship that helped us think about the ideologies behind Writing Spaces, a **Web**-based site for computer-mediated communication (CMC) that we constructed using Perl scripts. Our reasons for designing the site, rather...

... the site-processes that reflect theories about learning that are rooted in social construction. We **argue** that writing teachers can and should shape online spaces to facilitate their individual pedagogies rather...

1999

20/3,K/17 (Item 5 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers. All rts. reserv.

6284333 INSPEC Abstract Number: C1999-08-7810C-017

**Title: Telelearning in the kinetic organisation**

Author(s): Servatius, H.-G.

Author Affiliation: Deloitte & Touche Consulting Group GmbH, Dusseldorf, Germany

Journal: IM Information Management vol.14, no.1 p.11-16

Publisher: IDG Communications Verlag,

Publication Date: Feb. 1999 Country of Publication: Germany

ISSN: 0930-5181

SICI: 0930-5181(199902)14:1L:11:TKO;1-L

Material Identity Number: F123-1999-001

Language: German

Subfile: C

Copyright 1999, IEE

...Abstract: much time left for a formal classroom training. The employees learn as they work and **solve customer problems**. Telelearning offers great opportunities for **Web** based training which is tailored to personal needs. The result is very often an emerging...

1999

20/3,K/18 (Item 6 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers. All rts. reserv.

6234585 INSPEC Abstract Number: B1999-06-8110C-016, C1999-06-3340H-034

**Title: Automatic induction of fuzzy decision trees and its application to power system security assessment**

Author(s): Boyen, X.; Wehenkel, L.

Author Affiliation: Inst. Montefiore, Liege Univ., Belgium

Journal: Fuzzy Sets and Systems vol.102, no.1 p.3-19

Publisher: Elsevier,

Publication Date: 16 Feb. 1999 Country of Publication: Netherlands



Search report

CODEN: FSSYD8 ISSN: 0165-0114  
SICI: 0165-0114(19990216)102:1L.3:AIFD;1-W  
Material Identity Number: F061-1999-002  
U.S. Copyright Clearance Center Code: 0165-0114/99/\$20.00  
Language: English  
Subfile: B C  
Copyright 1999, IEE

...Abstract: along many different paradigms (statistics, neural nets, symbolic artificial intelligence, fuzzy systems). In order to **solve** various learning **problems**, different **automatic** learning methods are complementary and the best way to exploit large real data bases is to use a data mining tool-box approach. In this paper, the authors **argue** that fuzzy decision tree induction promises to be a particularly attractive tool in this framework...

1999

20/3,K/19 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2001 Institution of Electrical Engineers. All rts. reserv.

6125548 INSPEC Abstract Number: B1999-02-6430G-018, C1999-02-5630M-010

**Title: Design and performance evaluation of a multimedia Web server**

Author(s): Lee, Y.B.; Wong, P.C.

Author Affiliation: Dept. of Comput. Sci., Hong Kong Univ. of Sci. & Technol., Hong Kong

Journal: Journal of Visual Communication and Image Representation  
vol.9, no.3 p.183-93

Publisher: Academic Press,

Publication Date: Sept. 1998 Country of Publication: USA

CODEN: JVCRE7 ISSN: 1047-3203

SICI: 1047-3203(199809)9:3L.183:DPEM;1-V

Material Identity Number: O675-1998-005

U.S. Copyright Clearance Center Code: 1047-3203/98/\$25.00

Language: English

Subfile: B C

Copyright 1999, IEE

...Abstract: presents the design and implementation of a server which integrates continuous-media services with traditional **Web** services. To **resolve** disk and network **contentions**, a simple yet effective fixed-priority scheduler is employed. Experimental results show that the proposed...

1998

20/3,K/20 (Item 8 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2001 Institution of Electrical Engineers. All rts. reserv.

4925554 INSPEC Abstract Number: B9505-6210L-152, C9505-5620W-016

**Title: Rhetorical dynamics of corporate communication in cyberspace: the protest over Lotus MarketPlace**

Author(s): Gurak, L.J.

Author Affiliation: Dept. of Rhetoric, Minnesota Univ., St. Paul, MN, USA

Journal: IEEE Transactions on Professional Communications vol.38, no.1  
p.2-10

Publication Date: March 1995 Country of Publication: USA

CODEN: IEPCBU ISSN: 0361-1434

Search report

U.S. Copyright Clearance Center Code: 0361-1434/95/\$04.00  
Language: English  
Subfile: B C  
Copyright 1995, IEE

Abstract: Computer **mediated** communication (CMC) via the **Internet** is fast becoming a significant communication medium for technical and professional communicators. Research emerging from...

... in the open ended and unregulated world of the Internet. A rhetorical analysis of the **protest** over Lotus MarketPlace illustrates the complexity of traditional corporate communication in the nonhierarchical and often...  
1995

20/3,K/21 (Item 9 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers. All rts. reserv.

4836082 INSPEC Abstract Number: B9501-6150M-046, C9501-5640-045  
**Title: Flexible routing and addressing for a next generation IP**  
Author(s): Francis, P.; Govindan, R.  
Author Affiliation: NTT Software Labs., Tokyo, Japan  
Journal: Computer Communication Review vol.24, no.4 p.116-25  
Publication Date: Oct. 1994 Country of Publication: USA  
CODEN: CCRED2 ISSN: 0146-4833  
U.S. Copyright Clearance Center Code: 0-89791 682 4/94/0008\$3.50  
Conference Title: ACM SIGCOMM '94 Conference on Communications Architectures, Protocols and Applications  
Conference Sponsor: Hewlett Packard; Reuters; UCL  
Conference Date: 31 Aug.-2 Sept. 1994 Conference Location: London, UK  
Language: English  
Subfile: B C

...Abstract: end of its useful lifetime. The simple Internet protocol plus (SIPP), a proposed next generation **Internet** protocol **solves** these **problems** with larger **Internet** layer addresses. In addition, SIPP provides a number of advanced routing and addressing capabilities including ...  
... all achieved through a single mechanism, a generalization of the IP loose source route. We **argue** that, for reasons of simplicity and evolvability, a single powerful mechanism to achieve a wide...  
1994

20/3,K/22 (Item 10 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers. All rts. reserv.

4616041 INSPEC Abstract Number: C9404-6170-067  
**Title: From participatory design to participating problem solving: enhancing system adaptability through user modelling**  
Author(s): Chen, Z.  
Author Affiliation: Dept. of Comput. Sci., Nebraska Unvi., Omaha, NE, USA  
Journal: AI & Society vol.7, no.3 p.238-47  
Publication Date: 1993 Country of Publication: UK  
CODEN: AISCEM ISSN: 0951-5666  
U.S. Copyright Clearance Center Code: 0951-5666/93/\$1.00+0.20  
Language: English  
Subfile: C

Search report

...Abstract: a knowledge-based computer system as the partner of users' problem-solving process, and we **argue** that the system functionality can be enhanced by adapting the behaviour of the system to...

... through joint efforts of computers and human users indicates a kind of participatory execution of **computerised problem - solving** or participatory **problem solving**.

1993

20/3,K/23 (Item 11 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers. All rts. reserv.

03907230 INSPEC Abstract Number: C91044190

**Title: CRACK-a critiquing approach to cooperative kitchen design**

Author(s): Fischer, G.; Morch, A.

Author Affiliation: Dept. of Comput. Sci., Colorado Univ., Boulder, CO, USA

Conference Title: ITS-88 Montreal. Intelligent Tutoring Systems p. 176-85

Publisher: Univ. Montreal, Montreal, Que., Canada

Publication Date: 1988 Country of Publication: Canada xii+508 pp.

Conference Sponsor: AFCET; British Comput. Soc.; ACM; et al

Conference Date: 1-3 June 1988 Conference Location: Montreal, Que., Canada

Language: English

Subfile: C

...Abstract: based on its understanding of kitchen design, discovers a shortcoming in users' designs, it offers **criticism**, suggestions, and explanations and assists users in improving their designs through cooperative problem solving process...

... system that dominates the design process by generating new designs form high-level goals or **resolving** design conflicts **automatically**. Users control the behavior of the system at all times (e.g., the critiquing can ...

1988

20/3,K/24 (Item 12 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers. All rts. reserv.

02959100 INSPEC Abstract Number: C87056217

**Title: The role of expert systems technology in design**

Author(s): Lien, K.; Suzuki, G.; Westerberg, A.W.

Author Affiliation: Norwegian Inst. of Technol., Trondheim, Norway

Journal: Chemical Engineering Science vol.42, no.5 p.1049-71

Publication Date: 1987 Country of Publication: UK

CODEN: CESCAC ISSN: 0009-2509

U.S. Copyright Clearance Center Code: 0009-2509/87/\$3.00+0.00

Conference Title: ISCRE 9. Ninth International Symposium on Chemical Reaction Engineering

Conference Date: 18-21 May 1986 Conference Location: Philadelphia, PA, USA

Language: English

Subfile: C

Search report

...Abstract: that designers quickly make major decisions with minimal information and constantly revise their strategy to **solve a problem**. To **automate** this activity on a computer will require models of the process being created at several...

...extensively reviews current expert system concepts, illustrating each of them with design examples. The authors **argue** that expert systems are knowledge based. They describe many of the control strategies used in...

1987

20/3,K/25 (Item 13 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2001 Institution of Electrical Engineers. All rts. reserv.

02871471 INSPEC Abstract Number: C87030227, D87001403

**Title: Hewlett-Packard gives sales reps a competitive edge**

Author(s): Taylor, T.C.

Journal: Sales & Marketing Management vol.138, no.2 p.36-41

Publication Date: Feb. 1987 Country of Publication: USA

CODEN: SMMAD7 ISSN: 0163-7517

Language: English

Subfile: C D

...Abstract: there is a telephone. Job motivation is uplifted by portables. If the portable gives a **salesperson** first-hand knowledge in **solving business productivity problems**, he can sell office **automation** benefits to the **customer** with more integrity. That makes him feel important and more professional.

1987

20/3,K/26 (Item 1 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00616718 00PI12-229

**Apple iMac**

Brown, Marge

PC Magazine, December 19, 2000, v19 n22 p179, 1 Page(s)

ISSN: 0888-8507

Company Name: Apple Computer

URL: <http://www.apple.com>

Product Name: Apple iMac

2000

Descriptors: **Internet Appliances**; **Home Computer**; **Problem -solving**  
; **Customer Support**; **Diagnostics**; **Small Business**; **Home Office**

20/3,K/27 (Item 2 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00614823 00IK11-209

**PC makers tap Net for support**

Wagner, Mitch

InternetWeek, November 20, 2000, n838 p1, 86, 2 Page(s)

ISSN: 0746-8121

Search report

Company Name: Dell Computer; Compaq Computer; Hewlett-Packard; IBM Corp.

2000

Descriptors: Help Desk; Internet Access; Problem -solving ;  
Customer Support; Diagnostics; OEMs; Maintenance

20/3,K/28 (Item 3 from file: 233)

DIALOG(R) File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00614058 00PI11-214

**Qarbon.com**

Alwang, Greg

PC Magazine , November 21, 2000 , v19 n20 p194, 1 Page(s)

ISSN: 0888-8507

Company Name: Qarbon.com

URL: <http://www.qarbon.com>

Product Name: Qarbon.com

2000

Descriptors: Customer Support; Diagnostics; Problem -solving ;  
Troubleshooting; Web Sites

20/3,K/29 (Item 4 from file: 233)

DIALOG(R) File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00614057 00PI11-213

**eService Portals**

Alwang, Greg

PC Magazine , November 21, 2000 , v19 n20 p192, 1 Page(s)

ISSN: 0888-8507

Company Name: Software911

URL: <http://www.software911.com>

Product Name: eService Portals

2000

Descriptors: Customer Support; Diagnostics; Problem -solving ;  
Troubleshooting; Web Sites

20/3,K/30 (Item 5 from file: 233)

DIALOG(R) File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00614056 00PI11-212

**PCsupport.com**

Metz, Cade

PC Magazine , November 21, 2000 , v19 n20 p183-184, 2 Page(s)

ISSN: 0888-8507

Product Name: PCsupport.com

2000

Descriptors: Customer Support; Diagnostics; Problem -solving ;  
Troubleshooting; Web Sites

Search report

**20/3,K/31 (Item 6 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00614055 00PI11-211

**PC Show and Tell**

Metz, Cade  
PC Magazine , November 21, 2000 , v19 n20 p183, 1 Page(s)  
ISSN: 0888-8507  
Product Name: PC Show and Tell

**2000**

Descriptors: **Customer** Support; Troubleshooting; Diagnostics;  
**Problem solving ; Web Sites**

**20/3,K/32 (Item 7 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00614054 00PI11-210

**MyHelpdesk.com**

Metz, Cade  
PC Magazine , November 21, 2000 , v19 n20 p180-183, 2 Page(s)  
ISSN: 0888-8507  
Product Name: MyHelpdesk.com

**2000**

Descriptors: **Customer** Support; Diagnostics; Troubleshooting;  
**Problem solving ; Web Sites**

**20/3,K/33 (Item 8 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00614053 00PI11-209

**Expertcity.com**

Metz, Cade  
PC Magazine , November 21, 2000 , v19 n20 p179-180, 2 Page(s)  
ISSN: 0888-8507  
Product Name: Expertcity.com

**2000**

Descriptors: **Customer** Support; **Web Sites**; Diagnostics; **Problem - solving ; Troubleshooting**

**20/3,K/34 (Item 9 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00614052 00PI11-208

**ePeople**

Metz, Cade  
PC Magazine , November 21, 2000 , v19 n20 p179, 1 Page(s)  
ISSN: 0888-8507  
Product Name: ePeople

**2000**

Search report

Descriptors: **Customer** Support; Troubleshooting; Diagnostics;  
**Problem solving** ; **Web** Sites

20/3,K/35 (Item 10 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00614051 00PI11-207

**All.com**

Metz, Cade

PC Magazine , November 21, 2000 , v19 n20 p179, 1 Page(s)

ISSN: 0888-8507

Product Name: all.com

2000

Descriptors: **Customer** Support; Diagnostics; **Problem -solving** ;  
Troubleshooting; **Web** Sites

20/3,K/36 (Item 11 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00611020 00CW09-105

**Web-based support: a work in progress -- Providing technical support  
online can cut costs and speed service. But until the technology improves,  
it works only for simple...**

Baer, Tony

Computerworld , September 11, 2000 , v34 n37 p76-77, 2 Page(s)

ISSN: 0010-4841

2000

Descriptors: Help Desk; Information Technology; **Customer** Support;  
Task **Automation** ; Client-Server Computing; **Problem solving**

20/3,K/37 (Item 12 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00602804 00NC05-003

**FootPrints 4.0 steps in to resolve helpdesk issues**

Wunderlich, Michael

Network Computing , May 1, 2000 , v11 n8 p32, 34, 2 Page(s)

ISSN: 1046-4468

Company Name: UniPress Software

URL: <http://www.unipress.com>

Product Name: FootPrints 4.0

2000

Descriptors: Help Desk; **Customer** Support; **Problem -solving** ; **Web**  
Tools; Upgrade; Client-Server Computing

20/3,K/38 (Item 13 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00602316 00WK05-201

Search report

**Fast focus on Web CRM -- Businesses find that customer service is as vital to success online as it is in the brick-and-mortar world**

Sweat, Jeff

Information Week , May 15, 2000 , n786 p22-24, 3 Page(s)

ISSN: 8750-6874

Company Name: Kana Communications; Homewarehouse.com; Toysrus.com;  
Toys 'R' Us; Toysmart

**2000**

Descriptors: Electronic Commerce; Customer Support; Business ;  
Web Tools ; Problem solving ; Management; Sales

**20/3,K/39 (Item 14 from file: 233)**

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00600597 00CX04-004

**CRM for dot.coms: the agent-enhanced Website**

Michael, Bill; Jainschigg, John

Computer Telephony , April 1, 2000 , v8 n4 p64-70, 4 Page(s)

ISSN: 1072-1711

**2000**

Descriptors: Customer Support; Web Sites; Problem -solving ;  
Electronic Commerce; Telecommunications; Marketing

**20/3,K/40 (Item 15 from file: 233)**

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00600535 00PW04-016

**Free support free-for-all**

Spector, Lincoln

PC World , April 1, 2000 , v18 n4 p139-146, 6 Page(s)

ISSN: 0737-8939

Company Name: Computing.net; NoWonder.com; 32bit.com; VirtualDr.com;  
MyHelpDesk.com

Product Name: Computing.net; NoWonder.com; 32bit.com; VirtualDr.com;  
MyHelpDesk.com

**2000**

Descriptors: Customer Support; Help Desk; Problem -solving ; Web  
Sites; Online Services

**20/3,K/41 (Item 16 from file: 233)**

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00581148 00CR03-305

**Power to tower -- USWeb/CKS turns retailer's Web site into solid gold**

Rogers, Amy

Computer Reseller News , March 27, 2000 , n887 p47-48, 2 Page(s)

ISSN: 0893-8377

Company Name: Tower Records; Microsoft; USWeb/CKS

**2000**

Descriptors: Electronic Commerce; Web Sites; Retailing ; Internet



; **Problem-solving ; Infras tructure; Decision Making**

**20/3,K/42 (Item 17 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00549452 99IK10-016

**Metabot just hits the mark**  
Jackson, Steve  
InternetWeek , October 4, 1999 , n783 p50, 1 Page(s)  
ISSN: 0746-8121  
Company Name: Watchfire  
Product Name: Metabot Pro 1.0

... site design and maintenance tool from Watchfire of Kanata, Ontario, Canada (613). Says that it **solves** the **problem** of metatag maintenance by **automatically** reading all the metatags. Cites features such as the display of metatags in spreadsheet format...

... intuitive interface, the best feature of Metabot is its automatic keyboard generator. Says the only **complaint** is that Metabot limits itself to working strictly with metatags, noting that a program such...

**1999**

**20/3,K/43 (Item 18 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00549327 99AC10-205

**E-support: click here for help -- Tech companies offer tools to fix glitches via the Web**  
Spangler, Todd  
Interactive Week , October 18, 1999 , v6 n43 p49, 1 Page(s)  
ISSN: 1078-7259

**1999**

Descriptors: **Customer Support; Problem - solving ; Help Desk; Online Services; Internet**

**20/3,K/44 (Item 19 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00546759 99EN09-001

**Web stores : great taste, less fulfilling -- Internet retailers need to solve logistics problems to meet customer expectations**  
Electronic Commerce News , September 6, 1999 , v4 n36 p1-2, 2 Page(s)  
ISSN: 1086-2870

**Web stores : great taste, less fulfilling -- Internet retailers need to solve logistics problems to meet customer expectations**  
**1999**

**20/3,K/45 (Item 20 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

Search report

00528047 99WN03-025

**Point & click tech support -- Need tech support? Forget the phone, throw away the fax and head straight to the Web**

Silverman, Paul

Windows Magazine , March 1, 1999 , v10 n3 p139-144, 6 Page(s)

ISSN: 1060-1066

1999

Descriptors: **Customer** Support; Help Desk; **Web** Sites; Diagnostics; Troubleshooting; **Problem** solving

20/3,K/46 (Item 21 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00513280 98SN11-006

**Customer service and support takes to the Web**

Harding, Elizabeth U

Software Magazine , November 1, 1998 , v18 n15 p56-61, 6 Page(s)

ISSN: 0897-8085

...categories: online customer management (OCM) applications, OCM tools, and call-tracking applications. Adds that if **customers** can **solve** their own **problems** over the **Web** , then that is one less call into the support organization; as a result, many vendors...

1998

20/3,K/47 (Item 22 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00465777 97PK07-123

**Return to sender -- Instead of getting inundated with Web E-mail, Bose pulled the plug on that form of communication. Learn how to avoid the static**

Callaway, Erin

PC WEEK , July 14, 1997 , v14 n30 p111-114, 2 Page(s)

ISSN: 0740-1604

1997

Descriptors: Electronic Mail; **Web** Management; Case Study; **Customer** Support; **Problem** solving

20/3,K/48 (Item 23 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00465457 97PK07-019

**Self-serve Web site -- With call centers taxed by customer demands, companies are using Web-based applications that let buyers help themselves**

Paul, Lauren Gibbons

PC WEEK , July 7, 1997 , v14 n29 p120, 1 Page(s)

ISSN: 0740-1604

1997

Descriptors: **Customer** Support; Help Desk; **Web** Sites; Corporate

Search report

Strategy; Electronic Mail; **Problem solving**

**20/3,K/49 (Item 24 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00463118 97WM06-004

**Web war -- Not really. But when webmasters and CIOs can't resolve their differences, the chaos rivals that of a bad B-movie**  
Hildebrand, Carol  
WebMaster , June 1, 1997 , v1 n12 p50-55, 6 Page(s)  
Company Name: Dell Computer

**1997**

Descriptors: Corporate Information; Web Management; **Customer Support**  
; Sales; Corporate Strategy; **Problem solving** ; **Webmasters**

**20/3,K/50 (Item 25 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00454035 97CW03-207

**Help desk standards aid information sharing**  
Girard, Kim  
Computerworld , March 17, 1997 , v31 n11 p3, 1 Page(s)  
ISSN: 0010-4841  
Company Name: Desktop Management Task Force; Customer Support Consortium

**1997**

Descriptors: Help Desk; Standards; **Customer Support**; **Problem - solving** ; Information Sources; World Wide Web ; Database

**20/3,K/51 (Item 26 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2001 Info. Today Inc. All rts. reserv.

00414561 96CW02-304

**Hot seat! -- Support, NT server troubles plague Netscape**  
Nash, Kim S  
Computerworld , February 26, 1996 , v30 n9 p1, 125, 2 Page(s)  
ISSN: 0010-4841  
Company Name: Netscape Communications

**1996**

Descriptors: **Customer Support**; Server; Help Desk; **Internet** ; User  
; **Problem solving** ; Window Software

**20/3,K/52 (Item 1 from file: 99)**  
DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs  
(c) 2001 The HW Wilson Co. All rts. reserv.

1675477 H.W. WILSON RECORD NUMBER: BAST96056478

**The Internet creates new marketplace for the chemical industry**  
Kirschner, Elisabeth M;  
Chemical & Engineering News v. 74 (Aug. 26 '96) p. 19-20+

## Search report

DOCUMENT TYPE: Feature Article ISSN: 0009-2347

...ABSTRACT: based financial transactions, the web sites have more information, more interactivity, and more traffic. Some **companies** are looking into **automated** shipment tracking, **computerized problem solving**, and 2-way **customer** service offerings. Web site developments at a number of chemical companies and organizations, including Eastman...

1996

# Search report

20001101

?show files;ds

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

File 16:Gale Group PROMT(R) 1990-2001/Jun 28

(c) 2001 The Gale Group

File 160:Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2001/Jun 28

(c)2001 The Gale Group

File 20:World Reporter 1997-2001/Jun 29

(c) 2001 The Dialog Corporation

File 634:San Jose Mercury Jun 1985-2001/Jun 28

(c) 2001 San Jose Mercury News

File 477:Irish Times 1999-2001/Jun 29

(c) 2001 Irish Times

File 710:Times/Sun.Times(London) Jun 1988-2001/Jun 29

(c) 2001 Times Newspapers

File 711:Independent(London) Sep 1988-2001/Jun 29

(c) 2001 Newspaper Publ. PLC

File 756:Daily/Sunday Telegraph 2000-2001/Jun 28

(c) 2001 Telegraph Group

File 757:Mirror Publications/Independent Newspapers 2000-2001/Jun 29

(c) 2001

File 47:Gale Group Magazine DB(TM) 1959-2001/Jun 28

(c) 2001 The Gale group

Set	Items	Description
S1	1108338	DISPUTE(2N)RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N)RES- OLUTION OR MEDIAT? OR PROBLEM?(2N)SOLV?
S2	14594	S1(5N) (AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB)
S3	1781264	COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICIS- M? OR CONTENTION? OR ARGUE OR ARGUMENT?
S4	73350	S1 (5N) (MERCHANT? OR CUSTOMER? OR VENDOR? OR COMPANY OR BU- SINESS?)
S5	9244870	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	5778464	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	68	S2(3N)S4(3N)S6
S8	0	S S7 (S) (DISPUTE OR CONFLICT) (2N)RESOLUTION
S9	46	S7 AND RESOLUTION
S10	18	RD (unique items)
S11	16	S10 AND PY=<2000
S12	1312	S2(3N)S5(3N)S1
S13	26	S12 AND MEDIATE
S14	72	S9 OR S13
S15	33	RD (unique items)
S16	25	S15 AND PY=<2000

Search report

le: 813)

DIALOG(R)File 813:PR Newswire

(c) 1999 PR Newswire Association Inc. All rts. reserv.

1350661

PHF023

**ServiceWare Drives Home 'World Series Sweepstakes' Offer to Remedy(R)  
Corporation Customers**

DATE: October 2, 1998

13:41 EDT

WORD COUNT: 429

... ServiceWare's offer includes a 55 percent discount on a bundled package configured to provide **Remedy** customers a complete framework for managing each **customer** interaction -- from logging calls to **solving problems** over the phone or **Web**. The package is designed to help **Remedy** customers:

- Capture and share solutions without disrupting workflow or adding personnel.
- Reduce calls by making solutions immediately available over the Internet or Intranet.
- Increase first-call **resolution** and minimize call escalation with improved front-line support.
- Empower analysts to find solutions outside...

16/3,K/2 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07875511 Supplier Number: 65751281 (USE FORMAT 7 FOR FULLTEXT)

**Claim-Resolve.com Speeds Legal Claim Settlements Over the Internet at Lower Cost.**

PR Newswire, p0561

Oct 5, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 505

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

New Dispute **Resolution** System Offers Ease of Access and Open Negotiations

... and cheap through a fully secure Internet site developed by Resolutions L.L.C. at [www.claim-resolve.com](http://www.claim-resolve.com). Resolutions L.L.C. is a **Mediation Arbitration** Professional Systems, Inc. (MAPS) **company**.

The [claim-resolve.com](http://claim-resolve.com) **web** site has been developed by Resolutions L.L.C. to facilitate the **resolution** of smaller claims that typically involve more paperwork and professional time than they are worth...

...clear out case loads faster with [claim-resolve.com](http://claim-resolve.com).

"This site promises to revolutionize the **resolution** of smaller claims by using the Internet to provide a negotiation forum that allows both...

...initiation and the other \$50 only if and when the other side agrees to participate. **Resolution** of claims through [claim-resolve.com](http://claim-resolve.com) eliminates the time-consuming, inefficient process of "phone tag..."

Search report

...the claim is initiated through claim-resolve.com.

"We provide an open format for speedy **resolution** through claim-resolve.com," said Larue. "The system allows both parties to see the actual...

...positions. Claim-resolve.com promotes communication between the parties which is a key to successful **resolution** of disputes," he added.

Claim-resolve.com is different from plain e-mail because the...

...MAPS

Established in 1985, MAPS is one of the largest single providers of alternative dispute **resolution** (ADR) service in North America. MAPS has successfully managed more than 20,000 ADR matters...

20001005

16/3,K/3 (Item 2 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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07838501 Supplier Number: 65475024 (USE FORMAT 7 FOR FULLTEXT)

**SquareTrade to Provide Trust Services to the DoveBid Marketplace; DoveBid to Make SquareTrade Seal and Online Dispute Resolution Services Available to Auction Users.**

Business Wire, p2052

Sept 26, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 621

**...Provide Trust Services to the DoveBid Marketplace; DoveBid to Make SquareTrade Seal and Online Dispute Resolution Services Available to Auction Users.**

... sellers.

Under the agreement, DoveBid will make SquareTrade's trust building services, both online dispute **resolution** and the SquareTrade Seal, available to DoveBid's users.

"The success of online marketplaces is...

...and we are excited to be working with DoveBid."

The SquareTrade Seal and Online Dispute **Resolution** Service

The SquareTrade Seal symbolizes a merchant's commitment to a high level of customer service and to using the SquareTrade online dispute **resolution** service should any issues arise during the course of doing business. The digitally watermarked Seal...

...process that includes identity verification, reference checks, and a commitment to using the SquareTrade dispute **resolution** process to resolve issues.

The Seal is backed by SquareTrade's patent-pending **Internet** -based dispute **resolution** service and the company's international network of more than 250 mediators and **arbitrators**. Additionally, SquareTrade has established the SquareTrade Business Panel which consists of recognized national experts in both mediation and arbitration who lead SquareTrade's online dispute **resolution** service in high-end online business marketplaces.

About SquareTrade

SquareTrade is the leading innovator in...

...of defense against fraud. It is backed by SquareTrade's patent-pending,

Search report

web-based dispute **resolution** service and SquareTrade's international network of more than 250 mediators and arbitrators. Founded in...

20000926

16/3,K/4 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07773268 Supplier Number: 64998291 (USE FORMAT 7 FOR FULLTEXT)  
**eSASA.com Signs Agreement With SquareTrade to Provide Online Dispute Resolution; SquareTrade Seal Reflects eSASA's Commitment to Serving Global Customers Reliably and Fairly.**  
Business Wire, p2046  
August 29, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 604

**eSASA.com Signs Agreement With SquareTrade to Provide Online Dispute Resolution; SquareTrade Seal Reflects eSASA's Commitment to Serving Global Customers Reliably and Fairly.**  
... selling surplus equipment on the eSASA site will offer the SquareTrade Seal and online dispute **resolution** services to buyers. The SquareTrade and eSASA relationship strengthens international ecommerce by providing the eSASA...

...commitment to a high level of customer service and to using the SquareTrade online dispute **resolution** service should any issues stemming from transactions arise. The digitally watermarked Seal establishes an online...

...process that includes identity verification, reference checks, and a commitment to using the SquareTrade dispute **resolution** process to resolve issues.

The Seal is backed by SquareTrade's patent-pending **Internet** -based dispute **resolution** service and the **company** 's international network of more than 250 mediators and **arbitrators** . SquareTrade's network of mediators consists of recognized national experts in both mediation and arbitration...

...to the Internet," said John Harrison, chairman and CEO of eSASA.com. "SquareTrade's dispute **resolution** service, particularly when coupled with eSASA's global sales force, will go a long way...

...of defense against fraud. It is backed by SquareTrade's patent-pending, web-based dispute **resolution** service and SquareTrade's international network of more than 250 mediators and arbitrators. Founded in...

20000829

16/3,K/5 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2001 The Gale Group. All rts. reserv.

07738140 Supplier Number: 64159309 (USE FORMAT 7 FOR FULLTEXT)  
**New Channel To Resolve Disputes -- Online services help e-businesses mediate customer complaints. (Industry Trend or Event)**  
Tillett, L. Scott  
InternetWeek, p35



Search report

August 14, 2000

Language: English Record Type: Fulltext

Document Type: Newspaper; Trade

Word Count: 715

(USE FORMAT 7 FOR FULLTEXT)

**New Channel To Resolve Disputes -- Online services help e-businesses mediate customer complaints. (Industry Trend or Event)**

TEXT:

Luring **consumers** to your **Web** site can be challenging enough. **Resolving** a dispute with them after they have **purchased** something from your site might be even trickier.

... to resolve the case or to request that a live mediator be brought in to **mediate** the case by communicating with both parties via the Web site and proposing solutions.

A...

...to use the Web, rather than paper-based processes and face-to-face meetings, to **mediate** a dispute, said Maneesha Mithal, an attorney with the international arm of the Bureau of...

20000814

16/3,K/6 (Item 5 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07541542 Supplier Number: 63269346 (USE FORMAT 7 FOR FULLTEXT)

**RNK Telecom Chooses Unisphere's Service Mediation Switch --SMX-- for Its Global Expansion.**

Business Wire, p2708

July 10, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 705

... for service providers, announced today that RNK Telecom has chosen the Unisphere SMX-2100 Service **Mediation** Switch to provide **Internet** offloading capabilities to its **customers**. Unisphere Solutions also announced today that, as part of the evaluation process, the SMX-2100...

...s highest density, next-generation voice-data switching solution. It has been designed to transparently **mediate** between circuit- and packet-based networks. As a low-cost, high-density switching platform, the...

20000710

16/3,K/7 (Item 6 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07463259 Supplier Number: 62743441 (USE FORMAT 7 FOR FULLTEXT)

**eResolution Names Scott Donahey, a World Leading Authority on Alternative Dispute Resolution and Internet Law, to its Board of Directors.**

PR Newswire, p0424

June 15, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 693

**eResolution Names Scott Donahey, a World Leading Authority on Alternative**

Search report

**Dispute Resolution and Internet Law, to its Board of Directors.**

eResolution(x), the provider of the first online dispute **resolution** service and a globally recognized leader for resolving conflicts online, has strengthened its leadership by...

...Board of Directors. Mr. Scott Donahey is one of the premiere authorities on alternative dispute **resolution** and Internet law and was responsible for deciding the first ever domain name dispute under...

...e-commerce services, related disputes become a common occurrence," said Mr. Scott Donahey. "Online dispute **resolution**, as offered by eResolution, gives instant access to international authorities on legal matters, and represents...

...of law who teaches "Law & Technology" at Santa Clara University Law School and "International Dispute **Resolution**" at Golden Gate University Law School.

eResolution is garnering support from partners who recognize the...

...The appointment of Scott Donahey reinforces our belief that eResolution offers world-leading experience in **Internet dispute resolution** and further positions it as Canada's premiere **company** in providing **mediation** and **arbitration** solutions for online conflicts."

About Innovatia and Aliant

Headquartered in Atlantic Canada, Innovatia ([www.innovatia...](http://www.innovatia...))

...names (".com", ".net", and ".org"). Recognized as one of the foremost authorities in online dispute **resolution**, eResolution has access to a pool of independent, impartial arbitrators from around the world. These...

20000615

16/3,K/8 (Item 7 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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07352842 Supplier Number: 57951541 (USE FORMAT 7 FOR FULLTEXT)

**Marketing in the Network Economy.**

Achrol, Ravi S.; Kotler, Philip

Journal of Marketing, p146

Dec, 1999

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Refereed; Trade

Word Count: 13450

... because of its experience with managing interorganizational relations, should be ideally positioned to integrate and **mediate** internal network relations. In many situations, marketing will act as consultant and marketer for the...Here, we focus on the three with the most sweeping effects: marketing as Infomediary, brand **mediator**, and manager of **consumer** communities.

**Mediating** information. The **Internet** confronted marketing with the prospect of large-scale disintermediation. This fear was short-lived because...some latent conflicts between producers and consumers, and it will be marketing's role to **mediate** these conflicts.

The very nature of network organization, the kinds of theories useful to its...

19991201

Search report

16/3,K/9 (Item 8 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
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07334000 Supplier Number: 62114724 (USE FORMAT 7 FOR FULLTEXT)  
**iMedeon and NaviSite Team for ASP Offering.**  
Business Wire, p1526  
May 16, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 563

... of up to eighteen months over the incumbent industry players.  
"The mission critical applications of **customers** mandate secure and reliable **web** hosting services," says Joe **Mediate**, President and CEO of iMedeon. "The combination of iMedeon's totally web-based applications with

...  
20000516

16/3,K/10 (Item 9 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
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07332602 Supplier Number: 62102273 (USE FORMAT 7 FOR FULLTEXT)  
**NAM Announces Results for the Third Quarter Ended March 31, 2000; Revenue Increases by 10% Over Prior Year Quarter.**  
PR Newswire, pNA  
May 15, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 784

... person hearings and the addition of revenue from the online negotiating system on our dispute **resolution** web site, clickNsettle.com," said Roy Israel, President and CEO of NAM Corporation. "The increase...

...Corporation

Headquartered in Great Neck, New York, NAM Corporation is a full-service, international dispute **resolution** services provider. In addition to its in-person **arbitration** and **mediation** services, the **Company** operates [www .clickNsettle.com](http://www.clickNsettle.com), a **dispute resolution Web** site which features a unique, unlimited-bid, real-time **negotiating** format that allows two parties to settle any dispute which can be resolved with a

...Company believes its global roster of qualified hearing officers, video conferencing capabilities, knowledge of dispute **resolution**, reputation within the corporate and legal communities and Internet based dispute **resolution** programs uniquely position it to provide a comprehensive web-enabled solution to disputing parties worldwide...

20000515

16/3,K/11 (Item 10 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
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07320293 Supplier Number: 62020037 (USE FORMAT 7 FOR FULLTEXT)  
**NAM Corporation, Parent Company of clickNsettle.com, Announces That Insurance Services Office, Inc. Acquires 16% Stake in NAM.**

Search report

PR Newswire, pNA  
May 11, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 835

... NAM Corporation (Nasdaq: NAMC), a leading global provider of web-enabled and in-person dispute **resolution** services, announced today that Insurance Services Office, Inc. (ISO) has acquired 16% of the Company ...

...investor in our company."

"Besides investing in NAM Corp., ISO will market our online dispute **resolution** service, clickNsettle.com, which provides multiple benefits to insurance providers, in conjunction with ISO's...

...to make this investment in NAM after extensively reviewing the benefits of clickNsettle.com's web-enabled dispute **resolution** service, NAM's **arbitration** and **mediation** services, and the company's extensive countrywide roster of hearing officers. NAM's established reputation as a national provider...

...Corporation

Headquartered in Great-Neck, New York, NAM Corporation is a full-service, international dispute **resolution** services provider. In addition to its in-person **arbitration** and **mediation** services, the company's operates www.clickNsettle.com, a dispute **resolution** Web site which features a unique, unlimited-bid, real-time **negotiating** format that allows two parties to settle any dispute which can be resolved with a ...

...Company believes its global roster of qualified hearing officers, video conferencing capabilities, knowledge of dispute **resolution**, reputation within the corporate and legal communities and Internet based dispute **resolution** programs uniquely position it to provide a comprehensive web-enabled solution to disputing parties worldwide...

20000511

16/3,K/12 (Item 11 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07286595 Supplier Number: 61805177 (USE FORMAT 7 FOR FULLTEXT)  
NAM, Parent Company of clickNsettle.com, Retains Venture Catalyst Inc. To Provide Investor Relations and Online Strategy Consulting.

PR Newswire, p6184

April 14, 2000

Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 611

... grow our company's off-line and online offerings in the field of Alternative Dispute **Resolution** (ADR)."

David Bronte, Venture Catalyst's Director of Market Intelligence, stated, "We are always looking...

...Corporation

Headquartered in Great-Neck, New York, NAM Corporation is a full-service, international dispute **resolution** services provider. In

Search report

addition to its in-person **arbitration** and **mediation** services, the **company** operates [www .clickNsettle.com](http://www.clickNsettle.com), a **dispute resolution Web** site which features a unique, unlimited-bid, real-time **negotiating** format that allows two parties to settle any dispute which can be resolved with a ...

...Company believes its global roster of qualified hearing officers, video conferencing capabilities, knowledge of dispute **resolution** , reputation within the corporate and legal communities and Internet based dispute **resolution** programs uniquely position it to provide a comprehensive web-enabled solution to disputing parties worldwide...

20000414

16/3,K/13 (Item 12 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2001 The Gale Group. All rts. reserv.

07272503 Supplier Number: 61722845 (USE FORMAT 7 FOR FULLTEXT)  
**NAM Corporation Announces Intention to Repurchase Up to 600,000 Shares of Common Stock.**  
PR Newswire, p1088  
April 19, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 528

... Corporation  
Headquartered in Great-Neck, New York, NAM Corporation is a full-service global dispute **resolution** provider. In addition to its in-person **arbitration** and **mediation** services, the **company** 's operates [www .clickNsettle.com](http://www.clickNsettle.com), a **dispute resolution Web** site which features a unique, unlimited-bid, real-time **negotiating** format that allows two parties to settle any dispute which can be resolved with a...

...Company believes its global roster of qualified hearing officers, video conferencing capabilities, knowledge of dispute **resolution** , reputation within the corporate and legal communities and Internet based dispute **resolution** programs uniquely position it to provide a comprehensive web-enabled solution to disputing parties worldwide...

20000419

16/3,K/14 (Item 13 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2001 The Gale Group. All rts. reserv.

07267956 Supplier Number: 61720665 (USE FORMAT 7 FOR FULLTEXT)  
**NAM Corporation Announces Corporate Name Change to clickNsettle.com, Inc.**  
PR Newswire, pNA  
April 17, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 607

(USE FORMAT 7 FOR FULLTEXT)

TEXT:  
Leading Alternative Dispute **Resolution** (ADR) Provider Views Online Dispute  
**Resolution** as Key Element of Growth Strategy

Search report

GREAT NECK, New York, April 17 /PRNewswire/ --  
NAM Corporation...

...of arbitration and mediation services, as well as the parent company of the online dispute **resolution** service clickNsettle.com, announced today that its Board of Directors has unanimously voted to change...

...clickNsettle.com web site last June, we have seen steady growth in our online dispute **resolution** business as the corporate and legal communities have come to appreciate the speed and cost...

...com, Inc. reflects our mission to become the leading global provider of Web-enabled dispute **resolution** services."

Mr. Israel continued, "We want to give customers around the world a suite of products, from traditionally in-person ADR services, to comprehensive Web-enabled dispute **resolution** tools. clickNsettle.com's current unlimited, blind negotiation format is an extremely effective settlement tool...

...eventually serve as but one component of an array of products related to the online **resolution** of non-monetary, multi-party and e-commerce disputes."

"We will provide 'one-stop shopping..."

...that will help us achieve our goal of being the leading global provider of dispute **resolution** services.

About clickNsettle.com

Headquartered in Great-Neck, New York, clickNsettle.com, Inc. is a full-service, international dispute **resolution** services provider. In addition to its traditional dispute **resolution** services, the company operates www.clickNsettle.com, a dispute **resolution** Web site which features a unique, unlimited-bid, real-time negotiating format that allows two parties to settle any dispute which can be resolved with a...

20000417

16/3,K/15 (Item 14 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2001 The Gale Group. All rts. reserv.

07023960 Supplier Number: 59446619 (USE FORMAT 7 FOR FULLTEXT)  
**NAM Announces Results for the Second Quarter Ended December 31, 1999.**  
PR Newswire, p9321  
Feb 14, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 854

... claims environment."

About NAM

NAM Corporation -- the international provider of in-person and video-conferenced **arbitration** and **mediation** services -- is the parent company of clickNsettle.com, an Internet based dispute **resolution** program. Headquartered in Great-Neck, New York, NAM maintains hearing officer rosters and conference facilities...

...The Company's objective is to become the leading global provider of web-enabled dispute **resolution** services; to offer one-stop shopping for any party involved in any type of dispute...

Search report

...Company believes its global roster of qualified hearing officers, video conferencing capabilities, knowledge of dispute **resolution**, reputation within the corporate and legal communities and Internet based dispute **resolution** programs uniquely position it to provide a comprehensive web-enabled solution to disputing parties worldwide.

About clickNsettle.com

clickNsettle.com is a dispute **resolution** website which features a unique, unlimited-bid, real-time negotiating format that allows two parties

...

20000214

16/3,K/16 (Item 15 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2001 The Gale Group. All rts. reserv.

07000709 Supplier Number: 59198138 (USE FORMAT 7 FOR FULLTEXT)

**Softbank-Lehman brokerage to enable cyberspace bond trading.**

Japan Weekly Monitor, pNA

Jan 31, 2000

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 256

... to the Japanese Securities and Exchange Law in late 1998 allowed corporate entities to form **Internet** brokerages to **mediate** bond trades.

The new brokerage will allow **customers** to trade Japanese municipal government bonds, bank debentures and corporate bonds, all of which have...

20000131

16/3,K/17 (Item 16 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2001 The Gale Group. All rts. reserv.

06361403 Supplier Number: 54707242 (USE FORMAT 7 FOR FULLTEXT)

**101 Best Business Sites -- Don't surf in the dark. This guide to the best business sites helps keep you on the path to profitability. (Internet/Web/Online Service Information) (Directory)**

Soave, Nick

Windows Magazine, p113

June 1, 1999

Language: English Record Type: Fulltext Abstract

Article Type: Directory

Document Type: Magazine/Journal; General Trade

Word Count: 5946

... stay on the right path and maintain your competitive edge.

Business Management Information

1. American **Arbitration** Association ([www.adr.org](http://www.adr.org)) The AAA has been offering **businesses** alternative **dispute resolution** (ADR) services for more than 70 years. Its Web site offers membership information, selected articles from...

19990601

16/3,K/18 (Item 17 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2001 The Gale Group. All rts. reserv.

Search report

06102493 Supplier Number: 53672110 (USE FORMAT 7 FOR FULLTEXT)  
**XACCT and Portal Join Forces to Bring Usage-Based Billing to ISPs and Internet Telephony Service Providers.**  
Business Wire, p0153  
Feb 1, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 973

Companies Form Strategic Partnership to Combine Comprehensive IP  
**Mediation** with **Internet** Billing and **Customer** Care System  
XACCT Technologies, Inc., which makes the XACCTusage(TM) metering and mediation solution for...

...Service Provisioning

NSPs can also automate end-to-end service provisioning by using XACCTusage to **mediate** between Portal's Infranet and the various network elements for service activation, authentication and authorization...

19990201

16/3,K/19 (Item 18 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2001 The Gale Group. All rts. reserv.

04891792 Supplier Number: 47195126 (USE FORMAT 7 FOR FULLTEXT)  
**ADR helps contain costs**  
Roberts, Sally  
Business Insurance, p3  
March 10, 1997  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count: 1128

Integrating alternative dispute **resolution** procedures into a larger workplace anti-discrimination and harassment program further decreases the chance of...

...Robert E. Meade, national vp-program development for the New York-based non-profit dispute **resolution** organization.

'I've worked with 300 companies in designing programs that are in effect now...

...Arbitration Assn. recently issued a new guide to help employers effectively design an employment dispute **resolution** plan as well as descriptions of internal and external ADR options (see chart, page 1...  
...The new guide serves as a companion to the association's 'National Rules for the **Resolution** of Employment Disputes,' which was released last year (BI, June 3, 1996).

The new guide...agency.

Copies of 'Resolving Employment Disputes: A Practical Guide' can be obtained from the American **Arbitration** Assn.'s World Wide **Web** site at <http://www.adr.org> or by contacting the **customer** service department at 212-484-4000.

19970310

16/3,K/20 (Item 19 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2001 The Gale Group. All rts. reserv.



Search report

04530759      Supplier Number: 46656879      (USE FORMAT 7 FOR FULLTEXT)  
**Primus Selected To Implement Solution-Centered Support Model Throughout  
SOFTBANK Services Group; SOFTBANK Services Group Estimates Millions of  
Dollars in Yearly Savings Using Primus SolutionBuilder and  
SolutionPublisher.**  
Business Wire, p8270011  
August 27, 1996  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count:      816

...      that reduces cost per incident and enables support professionals to capture and share knowledge while **solving customer problems** . Primus SolutionPublisher is a **Web** -based self-help application that reduces calls by empowering customers and **third-party** support professionals to diagnose and solve problems through just-in-time access to solutions. Using ...

...and publish solutions.

SOFTBANK Services Group selected SolutionBuilder and SolutionPublisher after evaluating the leading problem **resolution** products in search of the most advanced and cost-effective applications available. In its evaluation ...

...products. In addition, SOFTBANK Services Group found that SolutionBuilder is the most technologically advanced problem **resolution** product available.

"With SolutionBuilder and SolutionPublisher, SOFTBANK Services Group will be able to capture solutions..."

...modify solutions directly in the support analysts' workflow

"SOFTBANK Services Group thoroughly evaluated several problem **resolution** products and found SolutionBuilder to be head and shoulders above the rest," said Paul Bandrowski...

...selection of SolutionBuilder and SolutionPublisher is a powerful endorsement of the Primus approach to problem **resolution** , solution-sharing and Web self-support," said Steven Sperry, Primus president and CEO. "SOFTBANK Services..."  
**19960827**

**16/3,K/21      (Item 1 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2001 The Gale Group. All rts. reserv.

10848927      SUPPLIER NUMBER: 53986861  
**World-Wide-Web technology in support of negotiation and  
communication. (includes appendix)**  
Teich, Jeffrey; Wallenius, Hannele; Wallenius, Jyrki  
International Journal of Technology Management, 17, 1, 223(1)  
Jan-Feb, 1999  
ISSN: 0267-5730      LANGUAGE: English      RECORD TYPE: Abstract

...ABSTRACT: an important area of Internet commerce pertaining to the negotiation of business contracts and the **resolution** of disputes has remained relatively undeveloped. Mainstream use of a multitude of **Internet** technologies in **dispute resolution** , **business** communications and especially contract **negotiations** will likely occur perhaps around 2003.

Search report

19990101

16/3,K/22 (Item 2 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2001 The Gale Group. All rts. reserv.

10293268 SUPPLIER NUMBER: 20828271 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Alternative dispute resolution resources.**  
Schroeder, Stephanie  
Risk Management, v45, n6, p10(1)  
June, 1998  
ISSN: 0035-5593 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 761 LINE COUNT: 00066

... commercial headings.

The Mediation Information & Resource Center (MIRC) offers Resolution, an interactive online magazine about **dispute resolution**. Appearing at [www.mediate.com](http://www.mediate.com), MIRC also sponsors a program for organizations to take a **mediation** pledge and place a "We Prefer to **Mediate**" icon on their **Web** site to let clients and **customers** know their preference for using ADR.

The Foundation for Prevention & Early Resolution of Conflict, in...

19980600

16/3,K/23 (Item 3 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2001 The Gale Group. All rts. reserv.

10087545 SUPPLIER NUMBER: 20436056 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Gazing at the new age of intellectual property: the IP revolution will change the way engineers do their work along with significant shifts in corporate business models.**  
Whines, Walden; Ouellette, Pierre  
Electronic Design, v46, n1, p42(5)  
Jan 12, 1998  
ISSN: 0013-4872 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 3976 LINE COUNT: 00313

... a set of formal data format definitions, both logical and physical, will eventually arise to **automatically mediate** between **buyers** and sellers of intellectual property. The work on the Virtual Socket Interface (VSI) is a...

19980112

16/3,K/24 (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2001 The Gale Group. All rts. reserv.

07541384 SUPPLIER NUMBER: 15781963 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The customer is at the center of retail revolution. (retail banking)**  
(Column)  
Karr, John  
American Banker, v159, n193, p16(1)  
Oct 6, 1994

# Search report

DOCUMENT TYPE: Column ISSN: 0002-7561 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1764 LINE COUNT: 00156

... personnel are being equipped with information that helps them serve customers. Provided with information and **automated** tools, they transact **business**, **resolve** problems, make **decisions**, and sell more effectively than before. Telephone service representatives can now answer questions during one...business processes. Processes -- such as new account opening, credit sales and underwriting, service inquiries, error **resolution**, cross-selling -- will be redesigned to improve quality and take less time. Steps or activities...

19941006

16/3,K/25 (Item 1 from file: 47)  
DIALOG(R)File 47:Gale Group Magazine DB(TM)  
(c) 2001 The Gale group. All rts. reserv.

06006549 SUPPLIER NUMBER: 70368452 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Interlibrary Loan and Resource Sharing Products: An Overview of Current Features and Functionality.**  
Jackson, Mary E.  
Library Technology Reports, 36, 6, 1  
Nov, 2000  
ISSN: 0024-2586 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 80775 LINE COUNT: 06653

... circulation module.

Mediated and Unmediated Processing

Individual customers determine the degree to which library staff **mediate** borrowing requests; decisions may be based on request or patron type. Some requests may be...returned, lending staff discharge the item using ILL staff interface. Additional charges, if appropriate, are **automatically** calculated. The item is **automatically** checked in on the circulation module.

The Lending Process: Status Checks, Overdues, Recalls, and so...to the VDX software in the ILL unit. Customers may choose from within VDX to **mediate** those requests or to send them directly to potential lenders without first reviewing them.

Patron...damaged material.

Mediated and Unmediated Processing

Using OCLC ILL Direct Request, libraries can choose to **mediate** some, all, or no requests. Patron requests that are not mediated are send directly to...to another lender at designated elapsed times. Staff may also place requests for patrons and **mediate** patrons' requests using powerful request editing tools.

Authentication and Authorization

RSS can authenticate and authorize...

...to choose whether they will offer mediated or unmediated patron requesting. Customers may choose to **mediate** requests for certain patron categories or item types.

RSS allows patron-initiated requests to be...first responder in the lending string based on the patron category. Customers may select to **mediate** all requests.

VDX knows the correct communication protocol for each responder in the lending string..

Search report

how files;ds

File 15:ABI/Inform(R) 1971-2001/Jun 29  
(c) 2001 ProQuest Info&Learning  
File 9:Business & Industry(R) Jul/1994-2001/Jun 28  
(c) 2001 Resp. DB Svcs.  
File 623:Business Week 1985-2001/Jul W1  
(c) 2001 The McGraw-Hill Companies Inc  
File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire  
File 275:Gale Group Computer DB(TM) 1983-2001/Jun 28  
(c) 2001 The Gale Group  
File 624:McGraw-Hill Publications 1985-2001/Jun 28  
(c) 2001 McGraw-Hill Co. Inc  
File 636:Gale Group Newsletter DB(TM) 1987-2001/Jun 28  
(c) 2001 The Gale Group  
File 621:Gale Group New Prod. Annou. (R) 1985-2001/Jun 28  
(c) 2001 The Gale Group  
File 146:Washington Post Online 1983-2001/Jun 25  
(c) 2001 Washington Post  
File 387:The Denver Post 1994-2001/Jun 28  
(c) 2001 Denver Post  
File 471:New York Times Fulltext-90 Day 2001/Jul 01  
(c) 2001 The New York Times  
File 492:Arizona Repub/Phoenix Gaz 1986-2001/Jun 28  
(c) 2001 Phoenix Newspapers  
File 494:St Louis Post-Dispatch 1988-2001/Jun 28  
(c) 2001 St Louis Post-Dispatch  
File 498:Detroit Free Press 1987-2001/Jun 22  
(c) 2001 Detroit Free Press Inc.  
File 630:Los Angeles Times 1993-2001/Jun 26  
(c) 2001 Los Angeles Times  
File 631:Boston Globe 1980-2001/Jun 28  
(c) 2001 Boston Globe  
File 632:Chicago Tribune 1985-2001/Jun 29  
(c) 2001 Chicago Tribune  
File 633:Phil. Inquirer 1983-2001/Jun 28  
(c) 2001 Philadelphia Newspapers Inc  
File 638:Newsday/New York Newsday 1987-2001/Jun 28  
(c) 2001 Newsday Inc.  
File 640:San Francisco Chronicle 1988-2001/Jun 29  
(c) 2001 Chronicle Publ. Co.  
File 641:Rocky Mountain News Jun 1989-2001/Jun 22  
(c) 2001 Scripps Howard News  
File 702:Miami Herald 1983-2001/Jun 28  
(c) 2001 The Miami Herald Publishing Co.  
File 703:USA Today 1989-2001/Jun 28  
(c) 2001 USA Today  
File 704:(Portland)The Oregonian 1989-2001/Jun 28  
(c) 2001 The Oregonian  
File 713:Atlanta J/Const. 1989-2001/Jun 28  
(c) 2001 Atlanta Newspapers  
File 714:(Baltimore) The Sun 1990-2001/Jun 27  
(c) 2001 Baltimore Sun  
File 715:Christian Sci. Mon. 1989-2001/Jun 29  
(c) 2001 Christian Science Monitor  
File 725:(Cleveland) Plain Dealer Aug 1991-2000/Dec 13  
(c) 2000 The Plain Dealer  
File 735:St. Petersburg Times 1989- 2000/Nov 01  
(c) 2000 St. Petersburg Times

# Search report

Set	Items	Description
S1	1027232	DISPUTE(2N) RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N) RESOLUTION OR MEDIAT? OR PROBLEM?(2N) SOLV?
S2	10171	S1(5N) (AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	2077932	COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICISM? OR CONTENTION? OR ARGUE OR ARGUEMENT?
S4	16055868	MERCHANT? OR STORE OR STORES OR CUSTOMER? OR VENDOR? OR COMPANY OR COMPANIES OR BUSINESS?
S5	6200438	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	5449131	REMEDY OR REMEDIES OR VOLUNTARY(3N) MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD() PARTY OR JUDGEMENT? OR DECISION?
S7	1626	S2(S) S4(S) S5
S8	12	S2(3N) S3(3N) S4
S9	15	S2(3N) S5(3N) S6
S10	407	S2(3N) (DISPUTE()) RESOLUTION)
S11	26	S8 OR S9

Search report

11/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2001 ProQuest Info&Learning. All rts. reserv.

02045479 56976031

**...And for physician practices**

Mayer, David  
Health Management Technology v21n8 PP: 29 Aug 2000  
ISSN: 1074-4770 JRNL CODE: CIH  
WORD COUNT: 663

...TEXT: as well as today.

Customer service. Good customer service is critical. Ask who manages the **customer** experience and how problems get **resolved**. Is it the **Website**'s **customer** service representatives, or does a **third party** (i.e. a representative of the manufacturer) handle complaints and queries? Ask about shipping and...

11/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2001 ProQuest Info&Learning. All rts. reserv.

01820176 04-71167

**\$7B loss prompts discussions**

Hodl, James J  
Dealerscope Consumer Electronics Marketplace v40n11 PP: 46 Nov 1998  
ISSN: 1087-1055 JRNL CODE: DEA  
WORD COUNT: 713

...TEXT: make educated choices, he noted.

Manufacturer and retailer toll-free help lines can cause more **problems** than they **solve**, Kalov **griped**. **Automated** lines offer so many choices **customers** end up exhausted and angry, he said.

Bob House, K-mart vendor relations vice president...

11/3,K/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2001 ProQuest Info&Learning. All rts. reserv.

00638853 92-53793

**How to Automate Field Sales for an 812% Return-on-Investment**

Close, Wendy S.  
Telemarketing Magazine v11n3 PP: 74, 95, 78-80 Sep 1992  
ISSN: 0730-6156 JRNL CODE: TLM  
WORD COUNT: 2624

ABSTRACT: Sales information systems can make a salesforce easier to do business with, more responsive to **customer** needs, and technically competent to **solve customers' problems**. Implementing sales **automation** involves making software **decisions**. For each sales activity to be improved, the corresponding software functions should be isolated and ...

11/3,K/4 (Item 1 from file: 623)

Search report

DIALOG(R)File 623:Business Week  
(c) 2001 The McGraw-Hill Companies Inc. All rts. reserv.

00731815 (USE FORMAT 7 FOR FULLTEXT)  
**NEW TRICKS FOR HELP LINES: Customer-support software is going gangbusters**  
By Neil Gross in New York  
Business Week, April 29, 1996, Number 3473, Pg 97  
JOURNAL CODE: BW  
SECTION HEADING: Information Processing: INFORMATION MANAGEMENT  
WORD COUNT: 1,219

...TEXT: pop-up screen on that agent's computer will display a complete record of the **customer** 's effort to **solve** the **problem** . ``When all the **Internet** hype finally **settles** ,'' says Luongo, ``**customer** interaction and services will be the leading applications on the Net.''  
So far, companies have...

11/3,K/5 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2001 The Gale Group. All rts. reserv.

02493225 SUPPLIER NUMBER: 72983204 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**You Have Been Misinformed - Now What?: Attacking Dangerous Data. (News Briefs) (Column)**  
Ebbinghouse, Carol  
Searcher, 9, 4, 20  
April, 2001  
DOCUMENT TYPE: Column ISSN: 1070-4795 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 7212 LINE COUNT: 00583

... investment.  
There are several services that support the resolution of disputes without litigation. The Better **Business** Bureau has a **Dispute Resolution** Division described at <http://www.bbb.org/complaints/aboutResolution.asp>. (3) Training in conciliation, arbitration, and mediation are all provided to local BBB...

11/3,K/6 (Item 2 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2001 The Gale Group. All rts. reserv.

02428816 SUPPLIER NUMBER: 64056637 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**and for Physician Practices. (Industry Trend or Event)**  
Mayer, David  
Health Management Technology, 21, 8, 29  
August, 2000  
ISSN: 1074-4770 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 713 LINE COUNT: 00063

... as well as today.  
Customer service. Good customer service is critical. Ask who manages the **customer** experience and how problems get **resolved** . Is it the **Website** 's **customer** service representatives, or does a **third party** (i.e. a representative of the manufacturer) handle complaints and queries? Ask about shipping and...

Search report

11/3,K/7 (Item 3 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2001 The Gale Group. All rts. reserv.

02332476 SUPPLIER NUMBER: 55805192 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Global Internet Project Warns Against EC Jurisdiction Model. (Brief Article)**  
Patience, Nick  
Computergram International, 3750, NA  
Sept 20, 1999  
DOCUMENT TYPE: Brief Article ISSN: 0268-716X LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 452 LINE COUNT: 00037

... medium." Patrick believes there is a potential for for-profit business to start up offering **arbitration** and **mediation** services between **web** retailers and **customers** in other countries and he doubts whether they need to be regulated in any way...

11/3,K/8 (Item 4 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2001 The Gale Group. All rts. reserv.

01602083 SUPPLIER NUMBER: 13947191 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**On-line problem solving. (on-line information and support services provide global assistance) (includes related article on available on-line resources)**  
Ubois, Jeff  
MacWEEK, v7, n24, p16(2)  
June 14, 1993  
ISSN: 0892-8118 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1688 LINE COUNT: 00133

... network support specialist in the division of university computing at Auburn (Ala.) University, relies on **Internet** resources for **purchase decisions** and **solving support problems**. "We check on-line first and see what people are saying about a product for..."

11/3,K/9 (Item 1 from file: 624)  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2001 McGraw-Hill Co. Inc. All rts. reserv.

00753812  
**NEW TRICKS FOR HELP LINES: Customer-support software is going gangbusters**  
Business Week April 29, 1996; Pg 97; Number 3473  
Journal Code: BW ISSN: 0007-7135  
Section Heading: Information Processing: INFORMATION MANAGEMENT  
Word Count: 1,219 \*Full text available in Formats 5, 7 and 9\*

BYLINE:  
By Neil Gross in New York

TEXT:  
...pop-up screen on that agent's computer will display a complete record of the **customer**'s effort to **solve the problem**. "When all the **Internet** hype finally **settles**," says Luongo, **customer** interaction and services will be the leading applications on the Net."  
So far, companies have...



Search report

11/3,K/10 (Item 1 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2001 The Gale Group. All rts. reserv.

04812797 Supplier Number: 66276463 (USE FORMAT 7 FOR FULLTEXT)  
**First-e seeks council of customers.**  
Bank Marketing International, p7  
August, 2000  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 406

... To increase the transparency of its complaint resolution methods, first-e also plans to post **mediated criticisms** by **customers** on its **website**.

Additionally, a **customer** council to be composed of six customers and a chairman, Lee Tate, will review first...

11/3,K/11 (Item 2 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2001 The Gale Group. All rts. reserv.

04734241 Supplier Number: 62832735 (USE FORMAT 7 FOR FULLTEXT)  
**beenz.com protects consumers through partnership with WebAssured.com.**  
M2 Presswire, pNA  
Dec 22, 1999  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 654

... all consumer feedback about them. WebAssured.com also offers a means for consumers to resolve **complaints** about electronic **merchants** using its **Automated Dispute Resolution** System (AddResSSM). If these measures fail to resolve merchant misconduct, WebAssured.com will refund consumers...

11/3,K/12 (Item 3 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2001 The Gale Group. All rts. reserv.

04435109 Supplier Number: 55805192 (USE FORMAT 7 FOR FULLTEXT)  
**Global Internet Project Warns Against EC Jurisdiction Model >BY Nick Patience.**  
Computergram International, n3750, pNA  
Sept 20, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 418

... medium." Patrick believes there is a potential for for-profit business to start up offering **arbitration** and **mediation** services between **web** retailers and **customers** in other countries and he doubts whether they need to be regulated in any way...

11/3,K/13 (Item 4 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)

Search report

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04435065      Supplier Number: 55805148    (USE FORMAT 7 FOR FULLTEXT)  
**Global Internet Project Warns Against EC Jurisdiction Model >By Nick  
Patience.**  
Network Briefing, pNA  
Sept 20, 1999  
Language: English      Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count:      418

...      medium." Patrick believes there is a potential for for-profit  
business to start up offering **arbitration** and **mediation** services  
between **web** retailers and **customers** in other countries and he doubts  
whether they need to be regulated in any way...

11/3,K/14      (Item 5 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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04039788      Supplier Number: 53398583    (USE FORMAT 7 FOR FULLTEXT)  
**MICROSOFT: Microsoft joins BBBOnLine board of directors.**  
M2 Presswire, pNA  
Dec 9, 1998  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count:      982

...      the BBBOnLine seal has violated its own privacy policy can seek the  
Council of Better **Business** Bureau's help in **resolving** their **complaint**  
. If a **Web** site is guilty of a privacy violation, it risks losing the  
BBBOnLine seal or having...

11/3,K/15      (Item 1 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod. Annou. (R)  
(c) 2001 The Gale Group. All rts. reserv.

02737185      Supplier Number: 67454394    (USE FORMAT 7 FOR FULLTEXT)  
**Holiday e-Shoppers to Get Double Assurance as Two Consumer Groups Partner  
To Promote Safer Shopping On-line.**  
PR Newswire, p0007  
Nov 16, 2000  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count:      678

...      customers are guaranteed to receive payment directly from  
WebAssured, if participating members fail to appropriately **resolve** a  
**customer complaint**. For **Internet companies** selling higher priced  
products, customized products, or services that require prepayment, the  
Enterprise Professional Membership...

11/3,K/16      (Item 2 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod. Annou. (R)  
(c) 2001 The Gale Group. All rts. reserv.

02432843      Supplier Number: 60267413    (USE FORMAT 7 FOR FULLTEXT)

Search report

**SquareTrade Launches New Consumer Protection Tool; First Online Dispute Resolution Pilot on eBay.**

Business Wire, p1235

March 20, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 541

... trained mediators and arbitrators who work with the two parties to develop a fair, agreeable **settlement**. SquareTrade's online **dispute resolution** service provides a critical **internet** infrastructure that gives **buyers** and sellers the confidence they need prior to a transaction when conducting business online.

"We...

11/3,K/17 (Item 3 from file: 621)

DIALOG(R) File 621:Gale Group New Prod.Annou.(R)

(c) 2001 The Gale Group. All rts. reserv.

02264583 Supplier Number: 58316522 (USE FORMAT 7 FOR FULLTEXT)

**beenz.com Protects Consumers Through Partnership with WebAssured.com.**

PR Newswire, p2858

Dec 21, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 540

... all consumer feedback about them. WebAssured.com also offers a means for consumers to resolve **complaints** about electronic **merchants** using its **Automated Dispute Resolution** System (AddResSSM). If these measures fail to resolve merchant misconduct, WebAssured.com will refund consumers...

11/3,K/18 (Item 4 from file: 621)

DIALOG(R) File 621:Gale Group New Prod.Annou.(R)

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02192321 Supplier Number: 56012991 (USE FORMAT 7 FOR FULLTEXT)

**Building Dot-Confidence: WebAssured.com(TM) Announces the World's First On-Line Consumer Protection Service to Offer Financial Guarantees and Dispute Resolution.**

PR Newswire, p0660

Oct 6, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 869

... a money- back promise underwritten by Lloyds of London.

Further adding to consumer confidence is **WebAssured 's Automated Dispute Resolution** System (AddResS(TM)) for resolving **customer grievances** with on-line merchants. Consumers, who have had a negative on-line shopping experience with...

11/3,K/19 (Item 5 from file: 621)

DIALOG(R) File 621:Gale Group New Prod.Annou.(R)

(c) 2001 The Gale Group. All rts. reserv.

Search report

01770259 Supplier Number: 53369585 (USE FORMAT 7 FOR FULLTEXT)  
**Microsoft Joins BBBOnLine Board of Directors; Microsoft Endorses New  
BBBOnLine Privacy Seal Program.**  
PR Newswire, p3448  
Dec 8, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 948

... the BBBOnLine seal has violated its own privacy policy can seek the  
Council of Better **Business** Bureau's help in **resolving** their **complaint**  
. If a **Web** site is guilty of a privacy violation, it risks losing the  
BBBOnLine seal or having...

11/3,K/20 (Item 6 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod. Annou. (R)  
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01719455 Supplier Number: 53052101 (USE FORMAT 7 FOR FULLTEXT)  
**ServiceWare Drives Home 'World Series Sweepstakes' Offer to Remedy (R)  
Corporation Customers.**  
PR Newswire, p2660  
Oct 2, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 396

... on a bundled package configured to provide Remedy customers a  
complete framework for managing each **customer** interaction -- from logging  
calls to **solving problems** over the phone or **Web**. The package is  
designed to help **Remedy customers** :  
-- Capture and share solutions without disrupting workflow or adding  
personnel.  
-- Reduce calls by making solutions...

11/3,K/21 (Item 1 from file: 471)  
DIALOG(R)File 471:New York Times Fulltext-90 Day  
(c) 2001 The New York Times. All rts. reserv.

04121700 NYT Sequence Number: 642851010610 (USE FORMAT 7 FOR FULLTEXT)  
**Customer Service By E-Mail**  
BOB TEDESCHI  
New York Times, Late Edition - Final ED, COL 01, P 16  
Sunday June 10 2001  
DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext  
SECTION HEADING: SECT5  
Word Count: 1353

... in an era when travel providers -- airlines in particular -- have  
earned ever lower marks for **customer** service. The fact that the  
**complaint** was **resolved** through the **Web** is even more remarkable since,  
according to travel industry analysts, many travel sites offer poor...

11/3,K/22 (Item 1 from file: 492)  
DIALOG(R)File 492:Arizona Repub/Phoenix Gaz  
(c) 2001 Phoenix Newspapers. All rts. reserv.

Search report

07793185

**COMPANIES DRAWN TO IMAGE OFFERED AS BUREAU MEMBER**

Arizona Business Gazette (AB) - THURSDAY, October 20, 1994

By: L. A. MITCHELL, Staff Reporter

Edition: Weekly Section: Small Business Page: SB6

Word Count: 492

...complaint," Mr. Major said.

Bureau staff members serve as intermediaries during a dispute between a **company** and its **customer**.

If a **customer** **complaint** cannot be **resolved**, it **automatically** goes to an **arbitrator**. Members who elect to participate in the service must make a commitment to use arbitration....

11/3,K/23 (Item 2 from file: 492)

DIALOG(R) File 492:Arizona Repub/Phoenix Gaz

(c) 2001 Phoenix Newspapers. All rts. reserv.

05809260

**STICKING UP FOR THE CONSUMER APS, SRP ADVOCATES INTERVENE IF COMPLAINTS ARE UNRESOLVED**

ARIZONA REPUBLIC (AR) - MONDAY November 5, 1990

By: David Schwartz The Arizona Republic

Edition: FINAL CHASER Section: BUSINESS Page: B6

Word Count: 704

... in which the two parties get together, each explaining its side in an attempt to **mediate** the problem. In those cases, **Weber** serves as a hearing officer whose **decision** is final.

SRP's **consumer** -ombudsman office is actively involved in policy changes and has a seat at the table...

11/3,K/24 (Item 1 from file: 494)

DIALOG(R) File 494:St LouisPost-Dispatch

(c) 2001 St Louis Post-Dispatch. All rts. reserv.

06053860

**'OUTSIDER' RUNS FOR ATTORNEY GENERAL**

St. Louis Post Dispatch (SL) - TUESDAY October 1, 1991

By: Mark Schlinkmann

Regional Political Correspondent

Edition: FIVE STAR Section: NEWS Page: 4A

Word Count: 297

...care center in Columbia and with police on patrol.

He said he would continue the **consumer** -protection efforts of GOP incumbent William L. **Webster**. And he pledged to push **mediation** and **arbitration** as an alternative to "costly and lengthy court proceedings" that he said allow polluters to...

11/3,K/25 (Item 1 from file: 630)

DIALOG(R) File 630:Los Angeles Times

(c) 2001 Los Angeles Times. All rts. reserv.

Search report

00899522 (USE FORMAT 7 FOR FULLTEXT)

**THE CUTTING EDGE**

**WebTV Ads Anger Site Operators**

**Marketing: Microsoft unit selling spots that appear between and on top of Web pages. Company defends practice.**

GREG MILLER, TIMES STAFF WRITER

Los Angeles Times , Home Edition ed, cold, p1

Monday November 17, 1997

SECTION HEADING: Financial Desk

WORD COUNT: 942

... the path between pages within our site is absolutely under our control," Quinn said. "Confusing **customers** is bad business."

He added that MTV and **WebTV** are in **negotiations** to **resolve** the matter,

but he declined to elaborate.

One Web site developer said WebTV had promised...

11/3,K/26 (Item 1 from file: 715)

DIALOG(R)File 715:Christian Sci.Mon.

(c) 2001 Christian Science Monitor. All rts. reserv.

09377620

**WHAT'S NEW**

Christian Science Monitor (CH) - Thursday, May 11, 2000

By: Lane Hartill Compiled from wires

Edition: ALL Section: FEATURES, IDEAS, WHATEVER Page: 14

Word Count: 310

**TEXT:**

Keeping the peace - online San Francisco - With more **complaints** and disputes involving e-**business** , the newest **Web** trend could be **mediation** . Since 1 in 5 consumers have experienced a problem with a transaction in the previous...

Search report

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(c) 2001 ProQuest Info&Learning  
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(c) 2001 Baltimore Sun  
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S1	1108338	DISPUTE(2N)RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N)RES- OLUTION OR MEDIAT? OR PROBLEM?(2N)SOLV?
S2	14594	S1(5N)(AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB)
S3	1781264	COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICIS- M? OR CONTENTION? OR ARGUE OR ARGUEMENT?
S4	73350	S1 (5N)(MERCHANT? OR CUSTOMER? OR VENDOR? OR COMPANY OR BU- SINESS?)
S5	9244870	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	5778464	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	68	S2(3N)S4(3N)S6
S8	0	S S7 (S)(DISPUTE OR CONFLICT)(2N)RESOLUTION
S9	46	S7 AND RESOLUTION
S10	18	RD (unique items)
S11	16	S10 AND PY=<2000
S12	1312	S2(3N)S5(3N)S1
S13	26	S12 AND MEDIATE
S14	72	S9 OR S13
S15	33	RD (unique items)
S16	25	S15 AND PY=<2000



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S2	2462	S1(5N)(AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	166299	COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICIS- M? OR CONTENTION? OR ARGUE OR ARGUEMENT?
S4	2300135	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUS- TOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR B- USINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SAL- ESPERSON)
S5	583691	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	756102	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	19	S2(S)S3
S8	427	S2(S)(S4 OR S6)
S9	46	S2(5N)S4(5N)S5
S10	65	S7 OR S9
S11	63	RD (unique items)
S12	55	S11 AND PY=<2000
S13	40	S2(2N)S4(2N)S5
S14	2	S2(2N)S4(2N)S6
S15	40	S2(2N)S4(2N)S5
S16	0	S15(S)DISPUTE?
S17	1	S15 (S)RESOLUTION
S18	61	S7 OR S14 OR S15
S19	59	RD (unique items)
S20	52	S19 AND PY=<2000

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S1	367613	DISPUTE(2N) RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N) RESOLUTION OR MEDIAT? OR PROBLEM?(2N) SOLV?
S2	2462	S1(5N) (AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	166299	COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICISM? OR CONTENTION? OR ARGUE OR ARGUEMENT?
S4	2300135	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUSTOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR BUSINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SALESPERSON)
S5	583691	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	756102	REMEDY OR REMEDIES OR VOLUNTARY(3N) MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD() PARTY OR JUDGEMENT? OR DECISION?
S7	52	RESOLUTION(2N) (CONFLICT OR DISPUTE) (2N) S2
S8	50	RD (unique items)
S9	50	S8 AND PY=<2000
S10	2	S9(3N) S6
S11	6	S9(S) S6

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# Search report

File 278:Microcomputer Software Guide 2001/Jun

(c) 2001 Reed Elsevier Inc.

File 256:SoftBase:Reviews,Companies&Prods. 85-2001/Jun

(c)2001 Info.Sources Inc

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S1	2067	DISPUTE(2N)RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N)RES- OLUTION OR MEDIAT? OR PROBLEM?(2N)SOLV?
S2	112	S1(5N)(AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	554	COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICIS- M? OR CONTENTION? OR ARGUE OR ARGUMENT?
S4	48817	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUS- TOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR B- USINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SAL- ESPERSON)
S5	16781	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	7330	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	67	S2 (S)(S3 OR S4 OR S5)
S8	57	RD (unique items)
S9	51	S8 AND PY=<2000
S10	18	S2(5N)(S3 OR S4 OR S5)
S11	185	S1(S)S6
S12	48	S1(5N)S6
S13	257	S1(5N)(S6 OR S4)
S14	39	S1(3N)S6
S15	57	S10 OR S14
S16	33	S1(2N)S6
S17	51	S10 OR S16
S18	14	S2(3N)(S3 OR S4 OR S5)
S19	0	S1(2N)S6(5N)S3
S20	1	S1(2N)S6(5N)S5
S21	4	S1(2N)S6 AND (RESOLUTION)
S22	23	S10 OR S20 OR S21

*software  
files*

# Search report

Set	Items	Description
S1	1429399	DISPUTE(2N)RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N)RES- OLUTION OR MEDIAT? OR PROBLEM?(2N)SOLV?
S2	14756	S1(5N)(AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	3866	(COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICI- SM? OR CONTENTION? OR ARGUE OR ARGUMENT?)
S4	1243044	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUS- TOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR B- USINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SAL- ESPERSON)
S5	50096	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR SHOPPER? OR CLAIMANT?
S6	160922	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	1	S1(S)S2(S)S3(S)S4
S8	5	S1(S)S2(S)S3
S9	14756	S1(5N)S2
S10	2	S1(5N)S2(5N)S3
S11	2	S1(5N)S2(10N)S3
S12	5	S1(5N)S2(S)S3
S13	14756	S1(5N)S2
S14	2	S13 AND (DISPUTE()RESOLUTION)
S15	7	S13 AND (DISPUTE()RESOLUTION OR ADR)
S16	5	S2(S)S3
S17	272	S2(S)S6
S18	1	S17 AND (ADR OR DISPUTE()RESOLUTION)
S19	12	S12 OR S15 OR S16 OR S18
S20	28918	IC="G06F-017/60"
S21	38	S3 AND S20
S22	15	S21(S)S4
S23	27	S12 OR S15 OR S16 OR S18 OR S22

*full text foreign  
patent files*

# Search report

File 348:EUROPEAN PATENTS 1978-2001/Jun W04

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File 349:PCT Fulltext 1983-2001/UB=20010614, UT=20010607

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Set	Items	Description
S1	167464	DISPUTE(2N)RESOLUTION OR ADR OR RESOLV? OR CONFLICT(2N)RES- OLUTION OR MEDIAT? OR PROBLEM?(2N)SOLV?
S2	1346	S1(5N)(AUTOMAT? OR COMPUTERIZ? OR COMPUTERIS? OR INTERNET - OR WWW OR WEB?)
S3	8342	(COMPLAINT? OR GRIEVANCE? OR PROTEST? OR GRIPE? OR CRITICI- SM? OR CONTENTION? OR ARGUE OR ARGUMENT?)
S4	484768	(MERCHANT? OR SHOPKEEPER? OR STOREKEEPER? OR STORE? OR CUS- TOMER? OR VENDOR? OR COMPANY OR COMPANIES OR SALESCLERK? OR B- USINESS? OR RETAIL? OR SELLER? OR DEALERSHIP OR CLERK? OR SAL- ESPERSON)
S5	105294	CUSTOMER? OR PURCHAS? OR BUYER? OR CONSUMER? OR CLIENT? OR PATRON? OR SHOPPER?
S6	114219	REMEDY OR REMEDIES OR VOLUNTARY(3N)MEDIATION OR CONCLUD? OR ARBITRAT? OR SETTLEMENT? OR SETTLE? OR NEGOTIAT? OR THIRD()P- ARTY OR JUDGEMENT? OR DECISION?
S7	199	S1(S)S2(S)S4
S8	15	S7 AND (DISPUTE()RESOLUTION)
S9	26	S1(S)S2(S)S5(S)S6
S10	24	S9 NOT S8
S11	1	S10 AND (DISPUTE()RESOLUTION)

*full text  
foreign patents*

Search report

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S7	199	S1(S)S2(S)S4
S8	15	S7 AND (DISPUTE()RESOLUTION)

*Full text  
foreign patents*

	Set	Items	Description
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1			
			?e au=pomerance b

Ref	Items	Index-term
E1	1	AU=POMER
E2	1	AU=POMER YVES
E3	0	*AU=POMERANCE B
E4	1	AU=POMERANETS
E5	1	AU=POMERANETS LEONID KIMOVICH
E6	1	AU=POMERANT
E7	1	AU=POMERANT GARY
E8	10	AU=POMERANTSEVA
E9	4	AU=POMERANTSEVA IRINA
E10	6	AU=POMERANTSEVA IRINA D
E11	49	AU=POMERANTZ
E12	2	AU=POMERANTZ ANLOUISE

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Set	Items	Description
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?e au=pomerance b

Ref	Items	Index-term
E1	2	AU=POMER Y
E2	1	AU=POMERA C
E3	0	*AU=POMERANCE B
E4	1	AU=POMERANCE M G
E5	16	AU=POMERANETS A A
E6	1	AU=POMERANETS E F
E7	1	AU=POMERANETS E N
E8	1	AU=POMERANETS E YA
E9	1	AU=POMERANETS L K
E10	2	AU=POMERANETS M V
E11	1	AU=POMERANETS V N
E12	2	AU=POMERANSKI A A

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